POLL PAD

V- 2.5.0.2

user guide

STATE OF **CALIFORNIA**

knowINK

Innovative Election Solutions

TABLE OF CONTENTS

meet the
POLL PAD®

1 Power Button   **2** Home Button   **3** Poll Pad & Plastic Shell

4 Stand Arm   **5** Poll Pad Base   **6** Camera   **7** ID Tray

1 **Green Case**

2 **Poll Pad**

3 **Poll Pad Base**
(stand arm & printer cords are located under base)

4 **Lightning to USB Cable & USB Power Adapter**

5 **(2) Stylus**

6 **ID Tray**

7 **Printer**

8 **Screen Cloth**

OPENING PROCEDURES
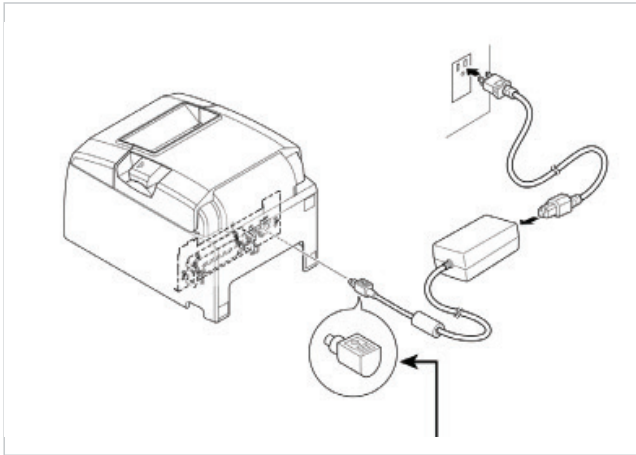
❶ LOCATE PRINTER

Open the transport case and remove printer, adapter, and power cord.

❷ CONNECT TO POWER ADAPTER

Connect the power cord to the power adapter.

NOTE: Ensure secure connection.

❸ CONNECT TO PRINTER

Plug the connector into the back of the printer.

NOTE: Ensure secure connection.

❹ PLUG PRINTER INTO OUTLET

Plug the printer into a wall outlet.

NOTE: Make sure your check-in table is close to the wall outlet or you have an extension cord available.

❺ TURN PRINTER ON

The ON/OFF switch is located on the left side of the printer. If you do not see a green power light on the front panel, check the power cord connections and make sure the outlet has power.

❻ STAND ARM

To attach the stand arm to the Poll Pad shell, press the buttons on the side of the arm and place in circular opening. Release buttons and rotate the arm until it clicks.

⑦ CONNECT ARM TO BASE

Place stand arm into Poll Pad base. Once attached, rotate Poll Pad making sure the camera is on top, oriented in a landscape position.

⑧ ATTACH PHOTO ID TRAY

Attach the ID tray to the Poll Pad using the mounting clip. Once attached, insert stylus into the holding slot. Adjust the Poll Pad to a suitable angle.

⑨ POWER ON POLL PAD

Press the power button on the top left edge of the unit until you see the Apple icon, then release. The Poll Pad will power on, and the Poll Pad application will launch automatically.

NOTE: Poll Pad will automatically power on if connected to AC power.
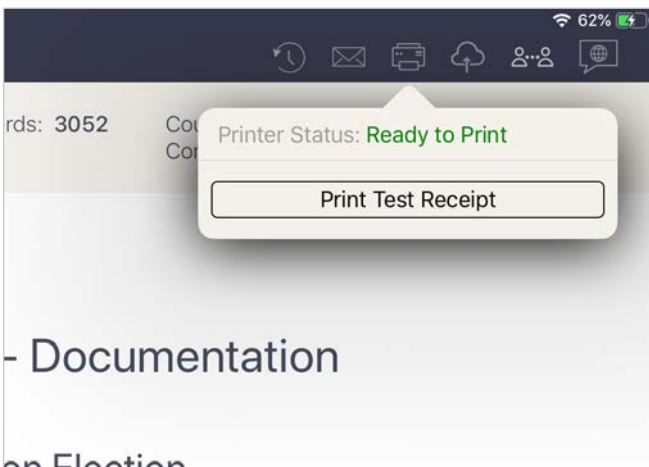
10 APPLICATION LAUNCHES

Press the application icon at the bottom of the screen.

When the application launches, you will be directed to your county's homepage.

11 HOME SCREEN CHECKLIST

- Name of jurisdiction
- Election name and date
- **IMPORTANT:** Verify polling place location is correct
- Checkin Count = 0
- Battery life is close to full (90% or greater)

12 CONNECT & TEST PRINT

A green printer icon on the Poll Pad means you are connected to the printer.

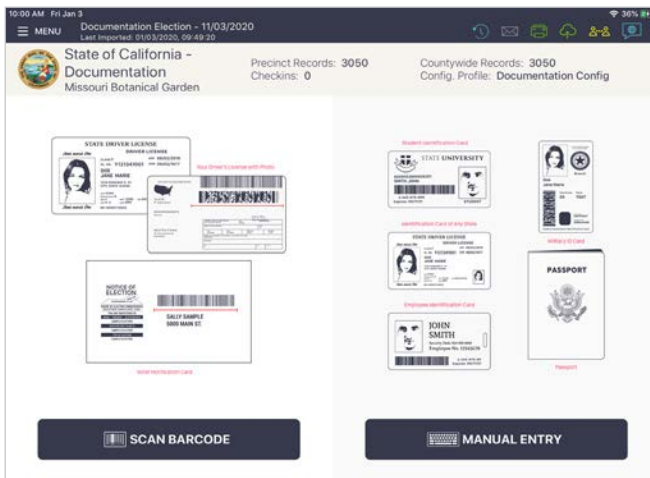Press the green printer icon and press **Print Test Receipt** and a sample receipt will print.
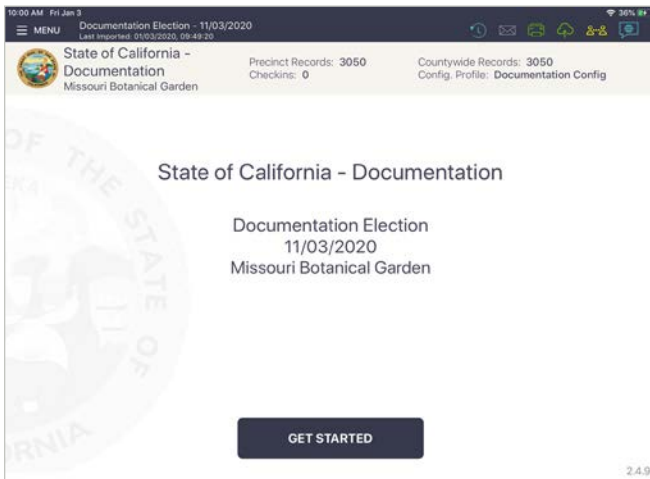
⑬ GET STARTED

At the bottom of the home screen, press **GET STARTED.**

⑭ READY TO PROCESS VOTERS

You are now ready to begin processing voters.
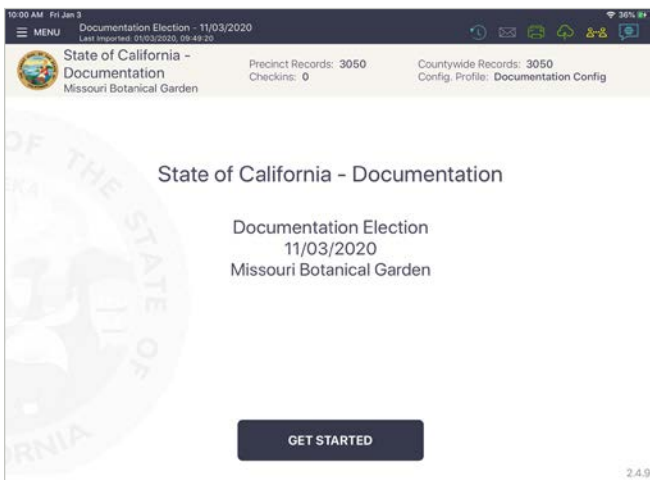
PRINTER ICONS & COLORS

Poll Pad is paired with the printer. A receipt will print out for checked-in voters and those who are in the wrong precinct.

Poll Pad recognizes the printer and is currently in the process of pairing with the device.

Poll Pad is not paired with the printer. Select the printer icon, followed by Pair and Connect.

MULTI-PEER ICONS & COLORS

Poll Pad is currently connected and synchronizing with the other precinct Poll Pads.

The number inside of the blue circle indicates the number of precinct units the Poll Pad is connected to.

Poll Pad recognizes the presence of other precinct Poll Pads but is not connected to or synchronizing with these units.

The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Poll Pad will continue to work and check in voters. Contact your Election Authority.

CLOUD SYNC ICONS & COLORS

Poll Pad is currently connected to and synchronizing with the central election database.
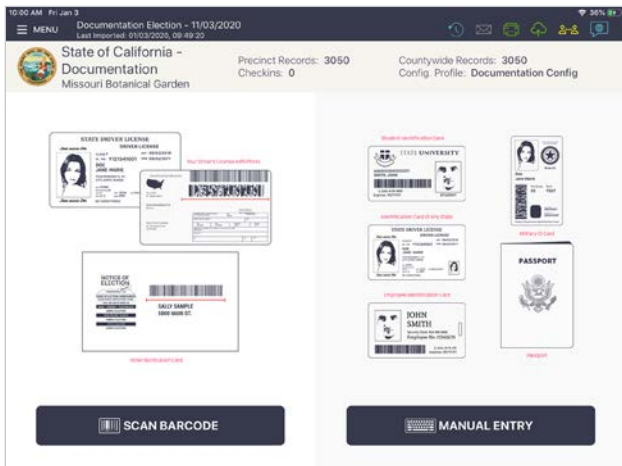
Poll Pad is in the process of connecting to the central election database.

The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Poll Pad will continue to work and check in voters. Contact your Election Authority.

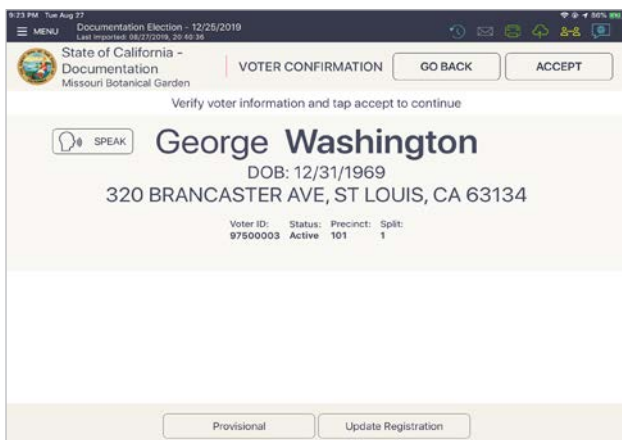# PROCESSING VOTERS

❶ VERIFY VOTER'S INFO

Ask the voter to provide an acceptable form of ID. After verifying that the voter's ID is valid, start the check-in process by pressing **SCAN BARCODE.**

❷ SCAN BARCODE

A live image of the tray displays on-screen. Place the barcode facing the camera onto the tray.

NOTE: If the camera is unable to scan the barcode the Poll Pad will display "Barcode Not Found." If this occurs, find the voter using the manual search method.
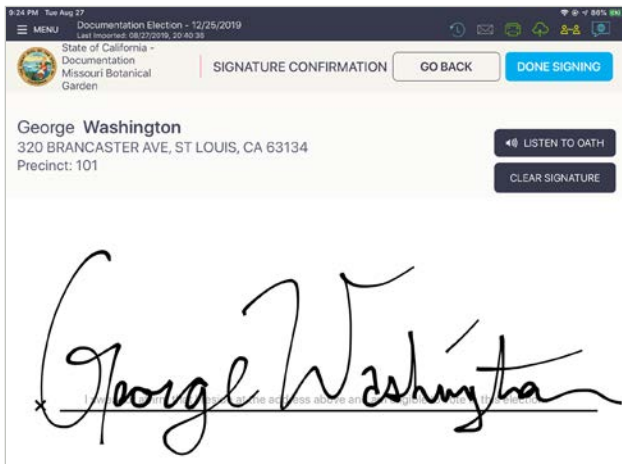

❸ VOTER CONFIRMATION

Once the barcode is recognized, the screen displays the voter's information.

If all information is correct, press **ACCEPT**.

④ VOTER SIGNATURE

Rotate the Poll Pad to the voter to complete their oath and capture signature.

Optional: Press **LISTEN TO OATH** to play audio of oath through Poll Pad speakers.
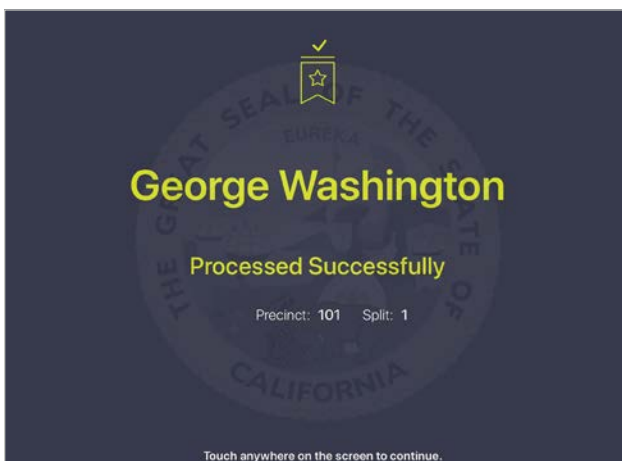
Once complete, rotate back and press **DONE SIGNING**.

⑤ ELECTION WORKER CONFIRMATION

The **ELECTION WORKER CONFIRMATION** screen displays. The election worker verifies and confirms that all information is correct.
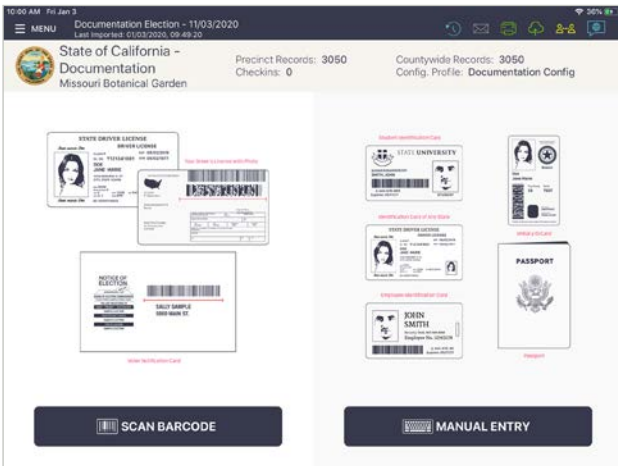
If correct, press **SUBMIT**.

⑥ PROCESSED VOTER

Good job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

❶ SEARCH BY NAME

Press **MANUAL ENTRY** to locate the voter by using their first and last name.

❷ ENTER VOTER'S NAME

Use the on-screen keyboard to enter the first three (3) letters of the voter's last and first name, then press **Search**.
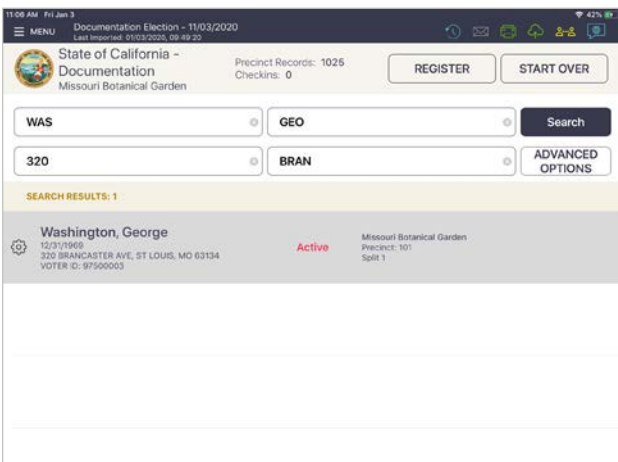
To narrow search results, use **House Number** and **Street Name** fields in combination with **First Name** and **Last Name** fields.
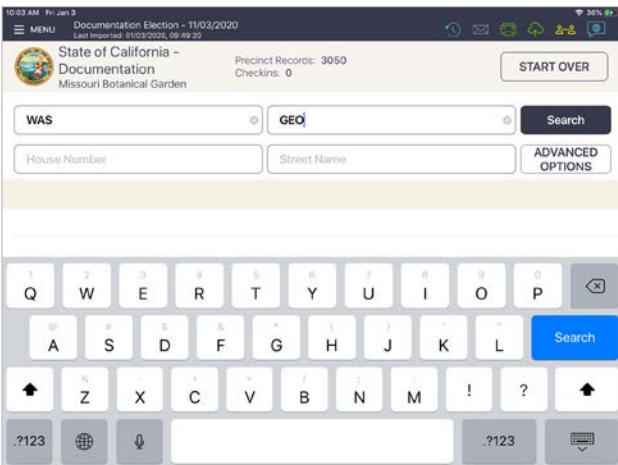
❸ SELECT VOTER'S RECORD

Records matching the search criteria display on-screen.

Locate the voter's record and verify it does not contain any exceptions, then select the voter by touching their record.

④ VOTER CONFIRMATION

The voter's information is displayed on-screen.

Verify the information is correct. If so, press **ACCEPT**.

⑤ VOTER SIGNATURE

Rotate the Poll Pad to the voter to complete their oath and capture signature.

Optional: Press **LISTEN TO OATH** to play audio of oath through Poll Pad speakers.

Once complete, rotate back and press **DONE SIGNING**.

⑥ ELECTION WORKER CONFIRMATION

The **ELECTION WORKER CONFIRMATION** screen displays. The election worker verifies and confirms that all information is correct.
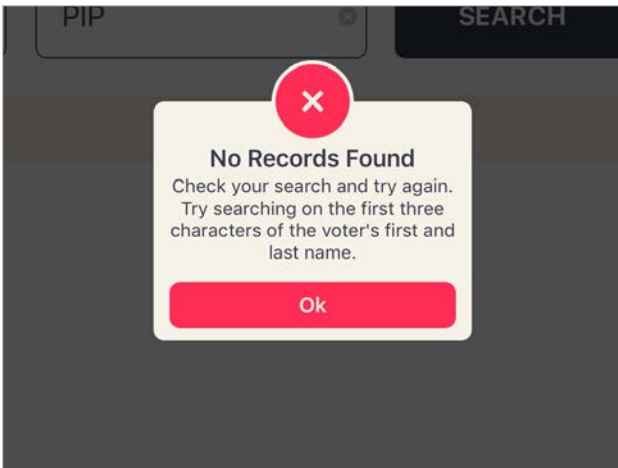
If correct, press **SUBMIT**.

7 PROCESSED VOTER

Good job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

❶ VOTER NOT FOUND

If Scan Barcode and Manual Entry have been used and the voter cannot be found, a pop-up displays: **No Records Found**.

Press **Ok** to go back to **VOTER LOOKUP**.

❷ ADVANCED SEARCH

From the **VOTER LOOKUP** screen,
press the **ADVANCED SEARCH** button.

NOTE: ADVANCED SEARCH options can be combined along with voter's name and address entry fields when searching for a voter's record.

❸ SEARCH BY

Look up the voter by using **DOB (DATE OF BIRTH),ADDRESS, LICENSE NUMBER, VOTER ID, LOCATION CODE,** or **STATUS.** Press **DONE** on the keyboard, then **Search.**

If voter is found using **ADVANCED SEARCH,** follow same protocol as scan barcode/manual entry to process voter.

❶ DOB ADVANCED SEARCH

Press the **ADVANCED SEARCH** button. The **ADVANCED SEARCH** option bar will display.
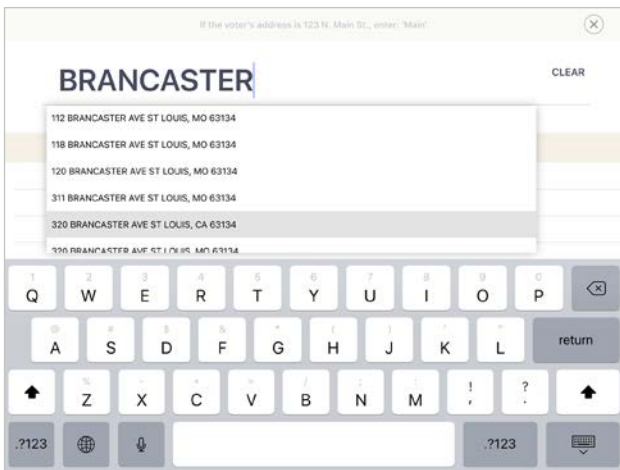
Press **DOB**.

❷ ENTER DATE OF BIRTH

Enter the voter's Date of Birth.

Press **Done**, then press **Search**.

❸ SELECT VOTER RECORD

Voter records matching the DOB will display. Select the correct voter's record to proceed.

① ADDRESS ADVANCED SEARCH

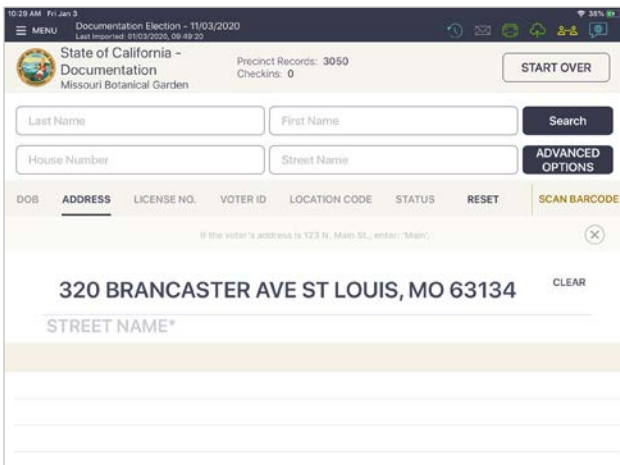Press **ADDRESS** on the **ADVANCED SEARCH** option bar.

The **STREET NAME*** field will display. Begin entering the voter's address street name. Matching entries will display in a list below.
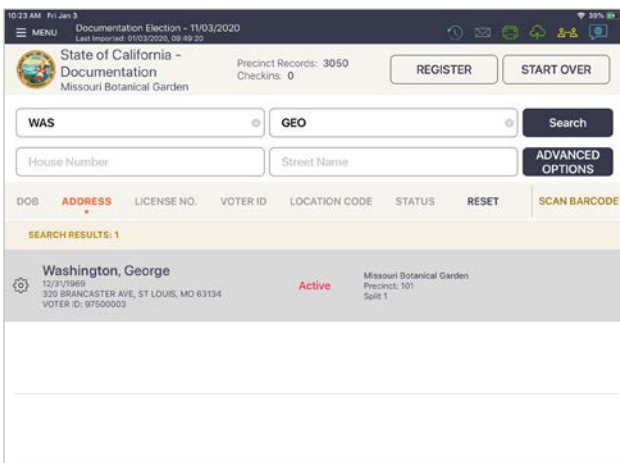
Select the correct address.

② ENTER ADDRESS

The entire address will populate in the STREET NAME* field.

Press **Search**.

③ SELECT VOTER RECORD

The matching voter record will display. Press the voter's record to proceed.

● VOTER ID ADVANCED SEARCH

Press **VOTER ID** on the **ADVANCED SEARCH** option bar.

Enter the voter's Voter ID number in the **VOTER ID** field. Press **Done**, then **Search**.

Select the voter's record to proceed.

● LOCATION CODE ADVANCED SEARCH

Press **LOCATION CODE** on the **ADVANCED SEARCH** option bar.

Enter the precinct in the **GROUP** field and the split in the **SUBGROUP** field.

● LOCATION CODE ADVANCED SEARCH

Press **Search.**

Voter records matching the criteria will display below.

Select the correct voter's record to proceed.

● STATUS ADVANCED SEARCH

Press **STATUS** on the **ADVANCED SEARCH** option bar.

Select a **STATUS** and/or **ABSENTEE STATUS.**

Press **Search.**

● STATUS ADVANCED SEARCH

Voter records matching the criteria will display below.

Select the correct voter's record to proceed.

❶ LOOK UP VOTER

Look up the voter's record using either the **SCAN BARCODE** or **MANUAL ENTRY** instructions. The election worker will confirm all information on the screen.

If the voter fails to meet requirements to be processed, they must vote a special ballot.

Press **Provisional**.

❷ PROCESS AS PROVISIONAL

Select a reason from the drop-down and, if available, enter voter's phone number. Phone number is NOT a required field.

When finished, press **APPLY**.

❸ VOTER CONFIRMATION

A new screen will display with a **PROVISIONAL** red banner. The election worker will confirm all information on the screen.

Press **ACCEPT** to continue voter checkin.

4 SIGNATURE CONFIRMATION

Rotate the Poll Pad to the voter to complete their oath and capture signature.

Optional: Press **LISTEN TO OATH** to play audio of oath through Poll Pad speakers.

Once complete, rotate back and press **DONE SIGNING.**

5 ELECTION WORKER CONFIRMATION

The **ELECTION WORKER CONFIRMATION** screen displays. The election worker verifies and confirms that all information is correct.

If correct, initial in provided field and press **SUBMIT**.

6 PROCESSED VOTER

Good job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

❶ LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** instructions.

❷ LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads **VBM Ballot Sent**.

Press voter record.

VBM Ballot Sent

❸ FOLLOW PROMPT

A prompt will display with instructions on how to process the voter. Select the appropriate button option to proceed.

❶ LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** instructions.

❷ LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads **VBM Ballot Received**.

Press voter record.

> **VBM Ballot Received**

❸ FOLLOW PROMPT

A prompt will display with instructions on how to process the voter. Select the appropriate button option to proceed.
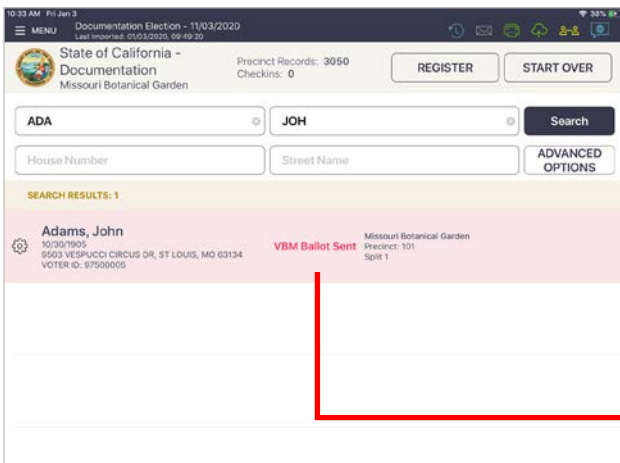
1 LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** instructions.

2 LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads **Voted**.

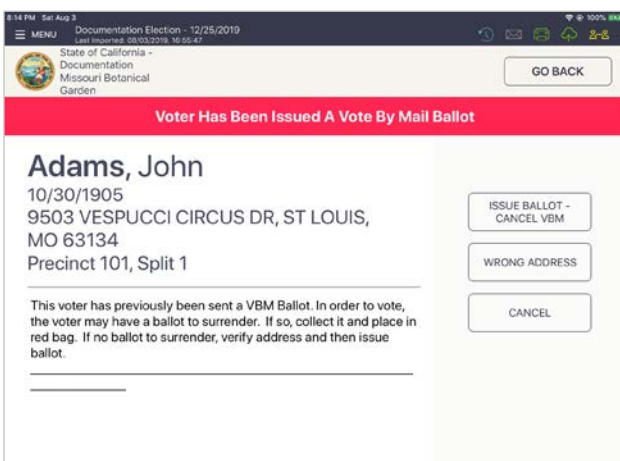Press voter record.

3 FOLLOW PROMPT

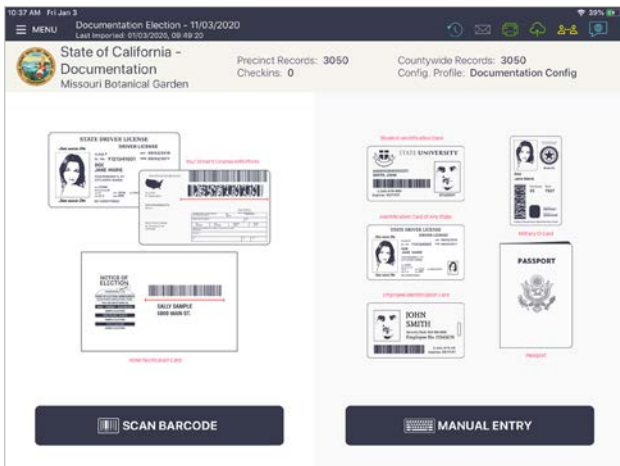A prompt will display with instructions on how to process the voter. Select the appropriate button option to proceed.
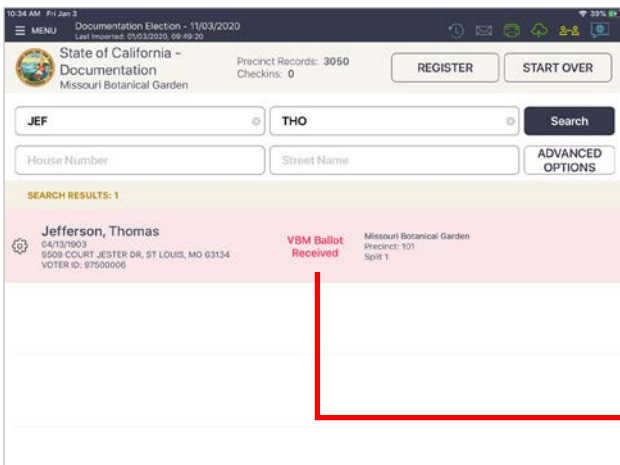
1 LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** instructions.

2 LOCATE VOTER'S RECORD

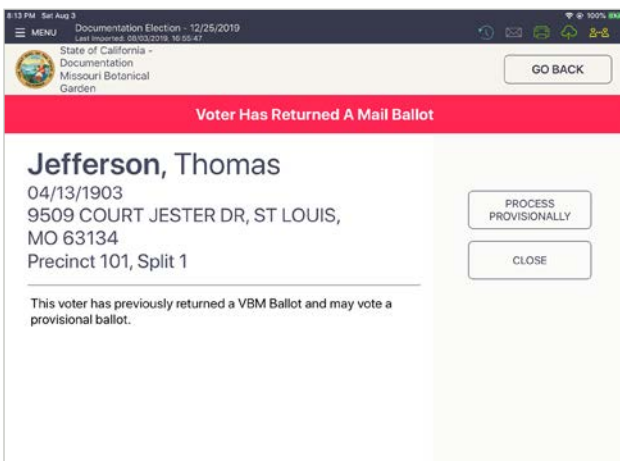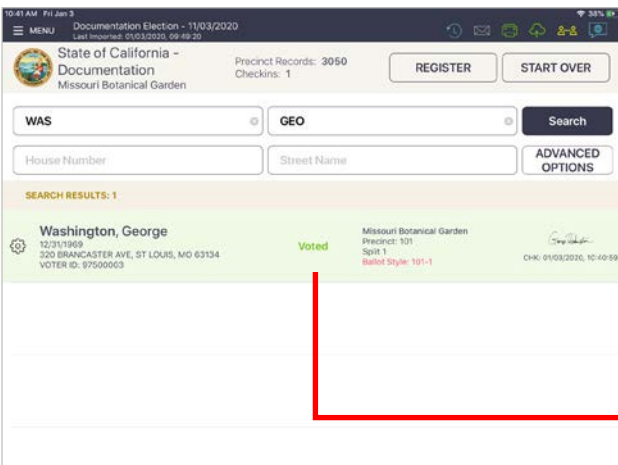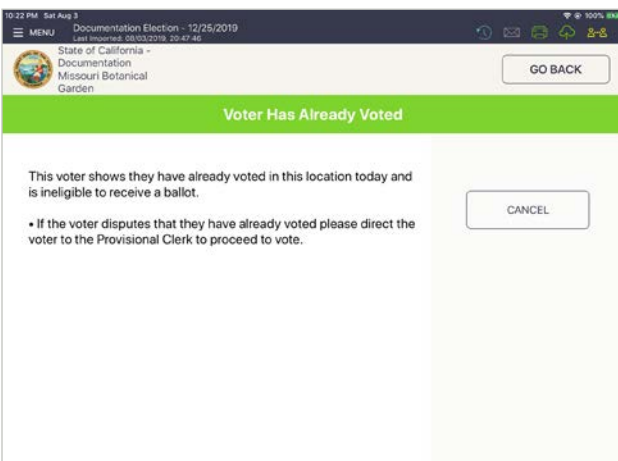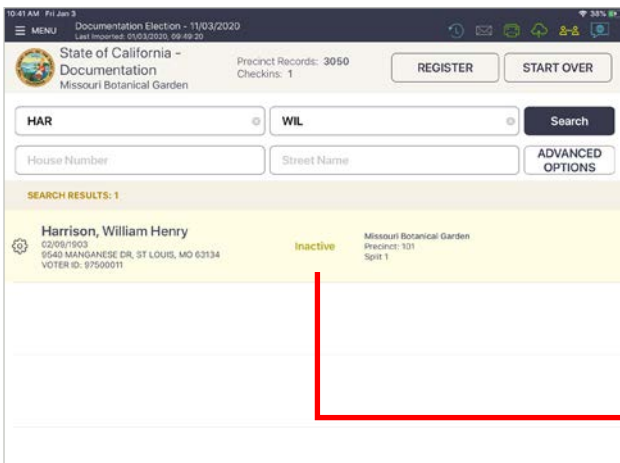Records matching the search criteria display on-screen. The voter's record contains a status that reads **Inactive**.
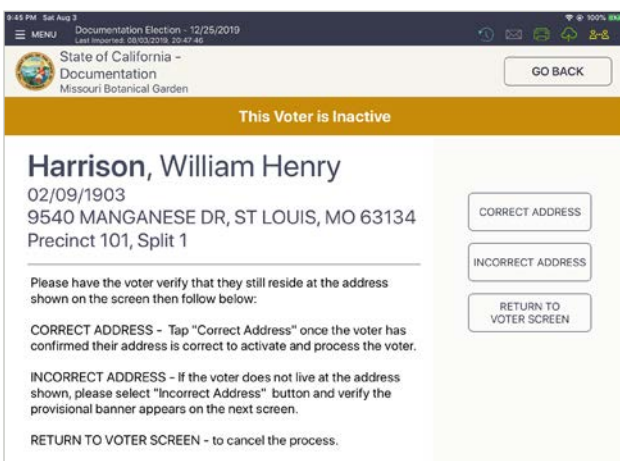
Press voter record.

Inactive

3 FOLLOW PROMPT

A prompt will display with instructions on how to process the voter. Select the appropriate button option to proceed.

① LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** instructions.
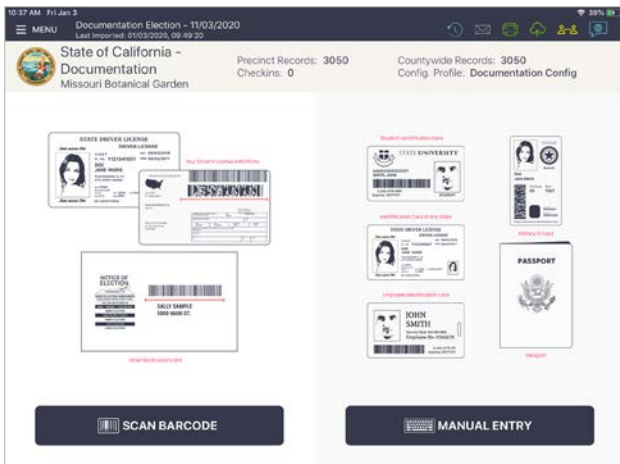
② LOCATE VOTER'S RECORD

If the voter is at the wrong polling location, their record will be highlighted in gray and contain a status that reads **Wrong Location**.

Press voter record.
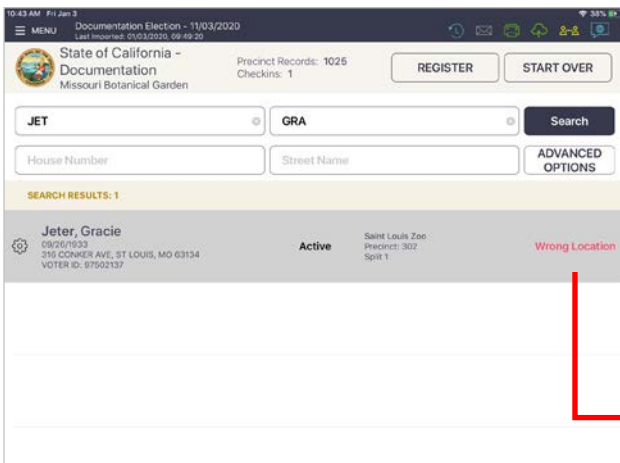
> Wrong Location

③ PROVIDE DIRECTIONS

The **Wrong Location** screen displays stating, "**[Voter's Name] is in the Wrong Location**". Correct polling place name and address are displayed. Use the buttons on the right to provided voter with correct polling place information. Press **GO BACK** then **START OVER** on the following screen.

Note: A map will display if using Wi-Fi connectivity at polling place.
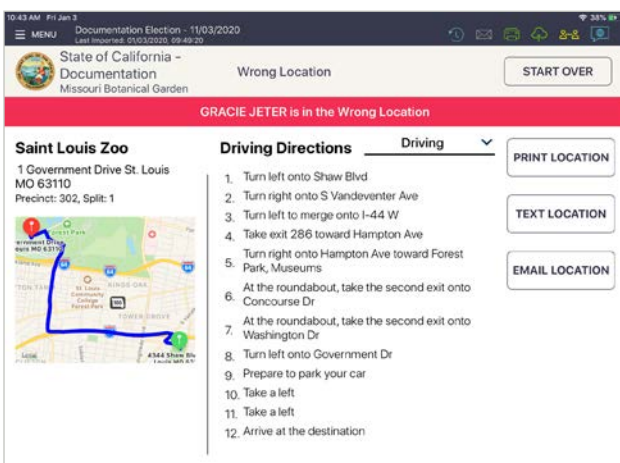
❶ CURBSIDE VOTING

If a voter must vote curbside, a **Curbside** checkbox is found on the **ELECTION WORKER CONFIRMATION** screen.

Press the **Curbside** checkbox. Continue voter checkin.

❷ PROCESSED VOTER

Good job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

① VOTER ASSISTANCE

If a voter requires assistance, an **Assistance Required** checkbox is found on the **ELECTION WORKER CONFIRMATION** screen.

Press the **Assistance Required** checkbox.

② ASSISTANT SIGNATURE

A pop-up will instruct the assistant to sign in the box below. Once signed, the election worker presses **CONTINUE**. The election worker then verifies the voter's information and ballot style.

Optional: Press **LISTEN TO OATH** to play audio of oath through Poll Pad speakers.
If all is correct, press **CONTINUE**.

NOTE: The signature pop-up is an optional feature.

③ PROCESSED VOTER

Good job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

① LOOK UP VOTER

Look up the voter's record using either the **SCAN BARCODE** or **MANUAL ENTRY** instructions. The election worker confirms all information on the screen.

If the voter's name or address information needs to be updated, press **Update Registration**.

② ELECTION DAY REGISTRATION

The voter's information will automatically populate. Update the voter's information if needed. Press **Scan** to scan voter's ID using the camera.

Press **Next**.

* Indicates a required field.
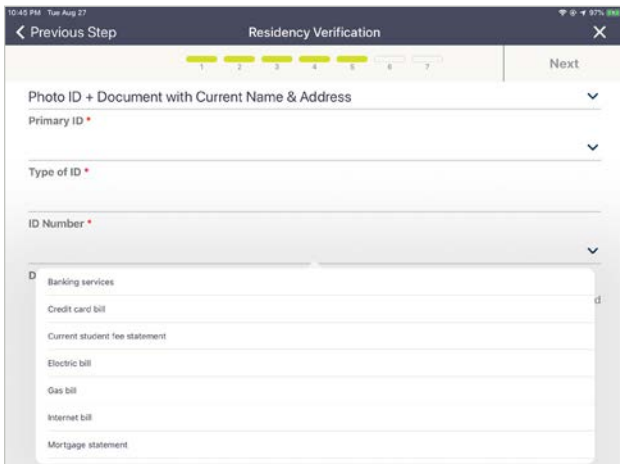
③ VOTER ADDRESS AND MAILING ADDRESS

The voter's address will automatically populate. Update the voter's address if needed. Select the appropriate answer for **Same Mailing Address**.

If applicable, enter voter's **Mailing Address**. Press **Next**.

* Indicates a required field.

4 RESIDENCY VERIFICATION

Select the voter's identification type and proof of residence document using the drop-down menus.

Press **Next.**

5 PREVIOUS VOTER INFORMATION

If the voter has updates to their previous registration, such as name or address change, enter their previous information.

Press **Next.**

NOTE: If there are no registration updates, skip form by pressing **Next.**

6 CONFIRM AND SIGN

The election worker verifies and confirms that all information is correct.

If correct, sign in provided field and press **Submit**.
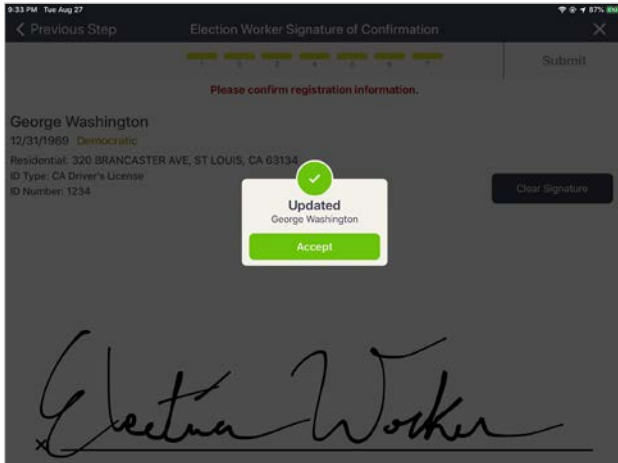
7 CONTINUE PROCESS

A pop-up will display: **Updated** [Voter's name].

Press **Accept**.

Continue with voter check-in process on following screen.

1 VOTER REGISTRATION

If a voter needs to be added or cannot be found using either lookup method, the voter registration process will need to be completed.

Press **Register Voter** from the **MENU** screen, or **REGISTER** on the **LOOKUP** screen to begin the registration process.
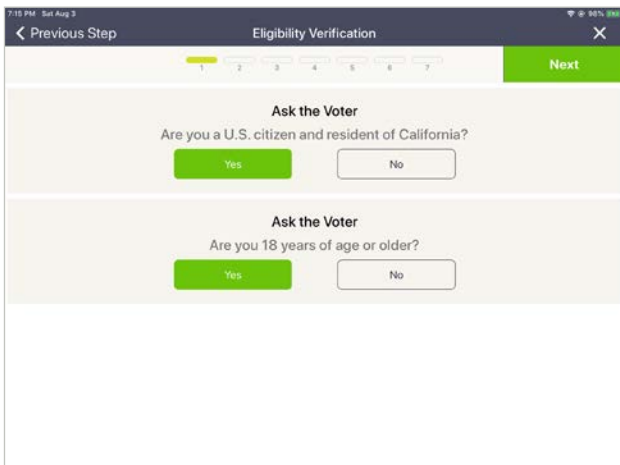
2 ELIGIBILITY VERIFICATION

The **Eligibility Verification** screen will display to begin the steps for voter registration.

Ask the voter the presented questions. Answer the questions.

Press **Next.**
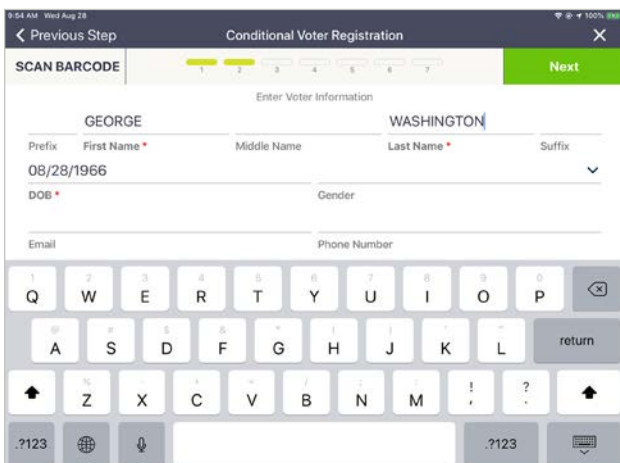
3 VOTER REGISTRATION

Enter the voter's information. Press **Scan** to scan voter's ID using the camera.

Press **Next**.

* Indicates a required field.

4 VOTER ADDRESS

Enter the voter's address information. Entering the street name will display matching address information, choose correct address from list. Select the appropriate answer for **Same Mailing Address**. Press **Next.**

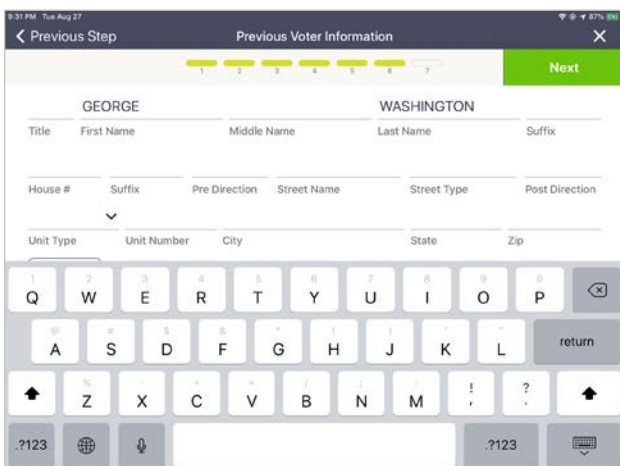If applicable, enter voter's **Mailing Address**. Press **Next**.

* Indicates a required field.

5 RESIDENCY VERIFICATION

Select the voter's identification type and proof of residence document using the drop-down menus.

Press **Next.**

6 PREVIOUS VOTER INFORMATION

If the voter has updates to their previous registration, such as name or address change, enter their previous information.

Press **Next.**

**NOTE:** If there are no registration updates, skip form by pressing **Next.**

❼ CONFIRM AND SIGN

The election worker verifies and confirms that all information is correct.

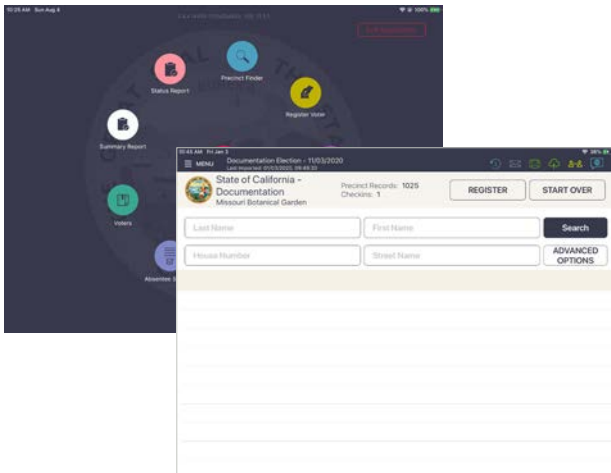If correct, sign in provided field and press **Submit**.

❽ CONTINUE PROCESS

A pop-up will display: **Added** [Voter's name].

Press **Accept**.

Continue with voter check-in process on following screen.

PROCESSING VOTERS

Primary Election

① LOOK UP VOTER

Look up the voter's record using either the **SCAN BARCODE** or **MANUAL ENTRY** instructions.
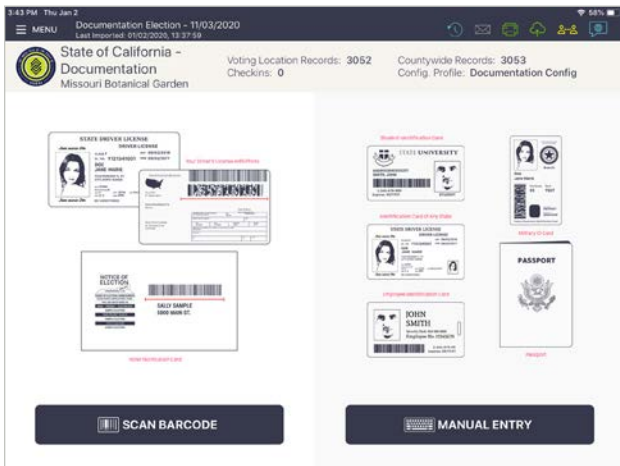
② VOTER CONFIRMATION

The voter's information is displayed on-screen.

Verify the information is correct. If so, press **ACCEPT**.
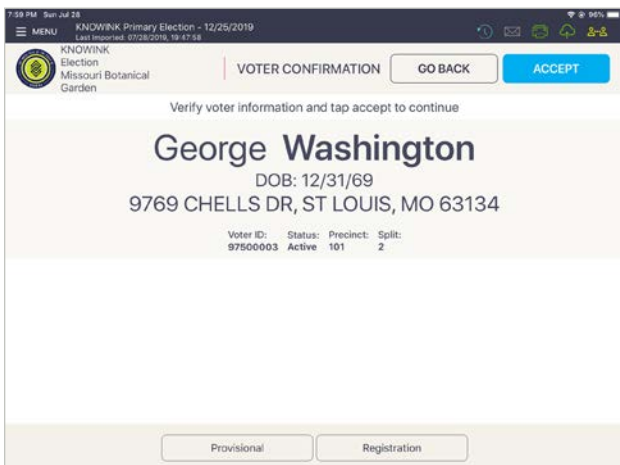
③ PARTY SELECTION

Rotate screen to voter for party selection. If applicable, have the voter select a **Ballot Language**. Press **NEXT**. Then have the voter select a party from the **PARTY SELECTION** screen.

Once a party has been selected, have voter press **ACCEPT**.

④ SIGNATURE CONFIRMATION

Rotate the Poll Pad to the voter to complete their oath and capture signature.

Optional: Press **LISTEN TO OATH** to play audio of oath through Poll Pad speakers.

Once complete, rotate back and press **DONE SIGNING.**

⑤ ELECTION WORKER CONFIRMATION

The **ELECTION WORKER CONFIRMATION** screen displays. The election worker verifies and confirms that all information is correct.

If correct, press **SUBMIT**.

⑥ PROCESSED VOTER

Good job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

CLOSING PROCEDURES
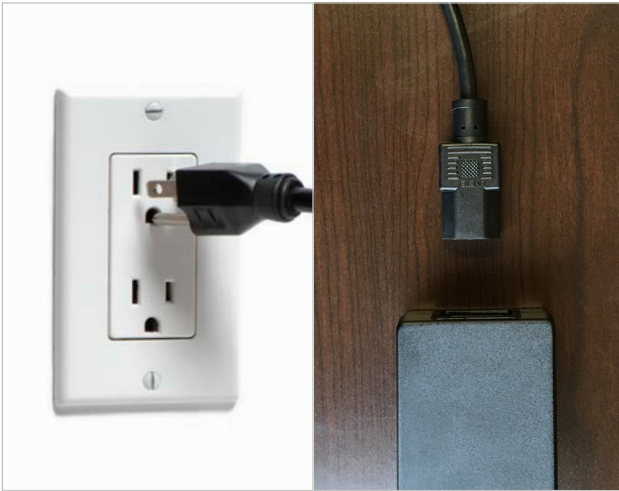
❶ POWER OFF & UNPLUG PRINTER

Power off the printer and unplug from outlet. Disconnect printer cable from adapter box and printer.

NOTE: Keep Poll Pad powered on.

❷ FOLD STAND ARM

After disconnecting hardware from the Poll Pad, place components back in carrying case. Once the stand arm has been removed from the Poll Pad and stand base, fold the stand arm backwards to fit in the case.

NOTE: Keep Poll Pad powered on.
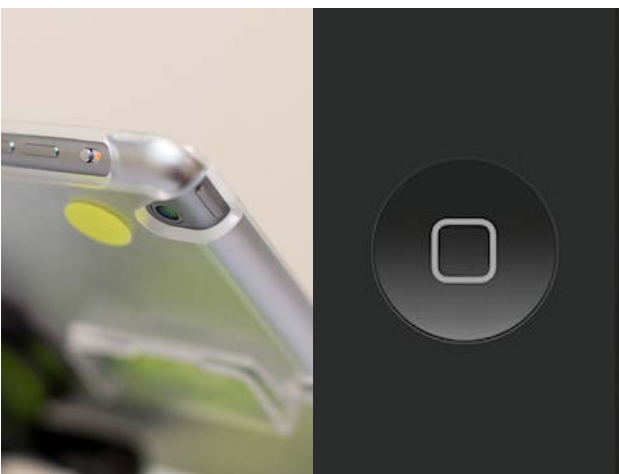
❸ POWER OFF POLL PAD

Turn off Poll Pad by holding the power button and the home button (pictured) simultaneously until the screen goes black. Place Poll Pad in the carrying case.

❹ PACK POLL PAD CASE

Disassemble the Poll Pad and return the supplies to the Poll Pad case.
Close the lid and secure.
❶ Green Case
❷ Poll Pad
❸ Poll Pad Base
❹ Stand Arm
❺ Power Cube and Cord
❻ (2) Stylus
❼ Photo ID Tray
❽ Poll Pad Screen Cloth
❾ Printer and Cords

❺ RETURN SUPPLIES

Return Poll Pad case to the election's office on election night, along with other precinct supplies.

NOTE: To ensure accuracy, remember to place the Poll Pad supplies in the appropriate case/tote.

TROUBLESHOOTING

CHARGING POLL PAD
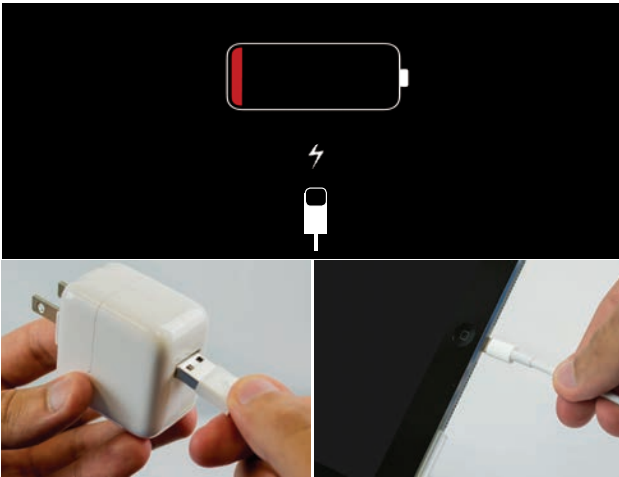
❶ Plug USB end of power cable into power cube.

❷ Plug power cube into an AC wall outlet.

❸ Plug power cable into lightning connector on Poll Pad.

❹ Wait about five minutes for the Poll Pad to charge.

❺ With sufficient power, Poll Pad will auto power on.

❻ Resume normal operations.

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed. 57% 🔋

POLL PAD CHARGING ICON

If the battery indicator is not green or a charge icon does not appear, verify the following:

❶ Power cable is connected to the Poll Pad.

❷ Power cube is plugged into the surge protector.

❸ Surge protector is plugged into a wall outlet.

❹ Power switch on the surge protector is set to the on position.
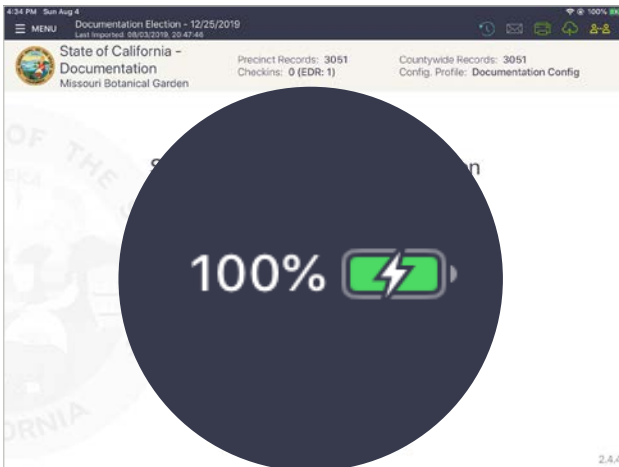
iOS SOFTWARE UPDATE

DO NOT perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:

❶ From the list of on-screen options, select **Later**.

❷ Press the Home button and verify Poll Pad app remains open.
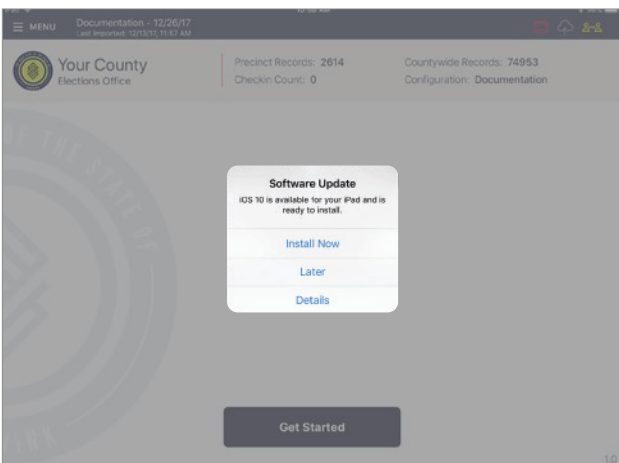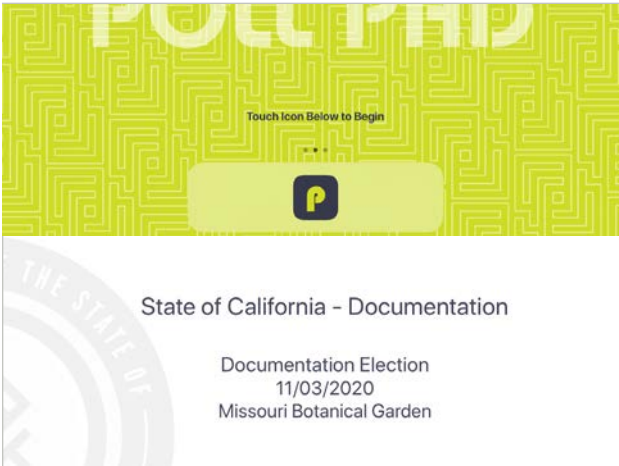
OPENING POLL PAD

❶ If application does not automatically launch when powered on, touch the Poll Pad app at the bottom of the Home screen.

❷ Verify the correct home page displays.

POLL PAD SCREEN IS UNRESPONSIVE

If the Poll Pad screen is unresponsive, perform the following steps:
❶ Unplug unit from power source.
❷ Hold down the Sleep/Wake and Home buttons simultaneously.
❸ Release both buttons once the Apple logo displays on-screen.
❹ After application launches, return to previous activity.

BARCODE NOT SCANNING

❶ **Not lined up properly**: Place ID bar code within the frame on the Poll Pad screen.
❷ **Lighting glare**: Adjust the ID or move the stand and resume.
❸ **Barcode is damaged**: Use manual lookup procedure.
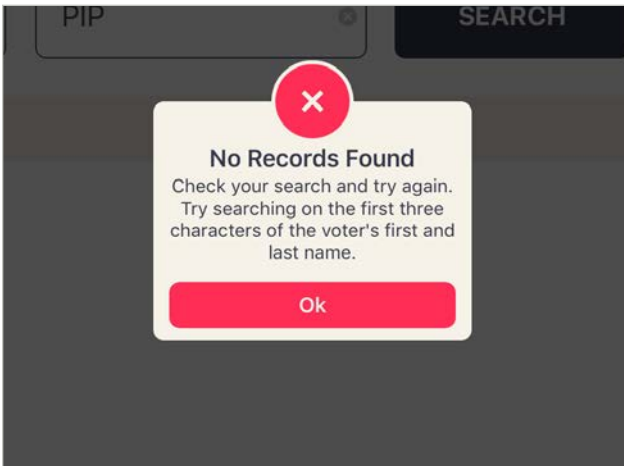
VOTER NOT FOUND

❶ Record does not match the Registration record (example: Bill/William).
❷ Check that names are typed correctly. Use fewer letters of the Voter's name, or search by First or Last name only.

Still having trouble? Refer voter to the Specialist within the polling place or call the Election office.
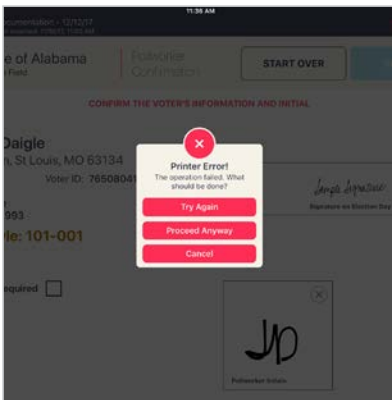
NOT PRINTING / STOPS PRINTING

Connected

Not Connected

❶ Make sure the printer is turned on.
❷ Confirm the printer is plugged into outlet and cords are securely connected.
❸ Verify paper is installed correctly.
❹ Confirm connection with Poll Pad (green icon).

CHANGING PAPER

❶ Open printer.
❷ Reload paper with the paper flap toward you, feeding from the bottom/underneath roll.
❸ Close and **Print Test Receipt**.

LOST PRINTER CONNECTION

Printer icon will turn red if printer has lost connection to Poll Pad. Press the printer icon, a status box will display, **Printer Status: Not Connected.**

❶ Close and reopen Poll Pad app, by double clicking the Home button and swiping the app up or by navigating to **Exit Application** on the **MENU** screen.

PRINTER BLUETOOTH CONNECTION

If previous troubleshooting steps do not reestablish printer connection, check Bluetooth settings.
❶ Navigate to the Home screen and select the **Settings** app.

Note: If Poll Pad is in guided access mode you will need to end guided access mode in order to access home screen.

PRINTER BLUETOOTH CONNECTION
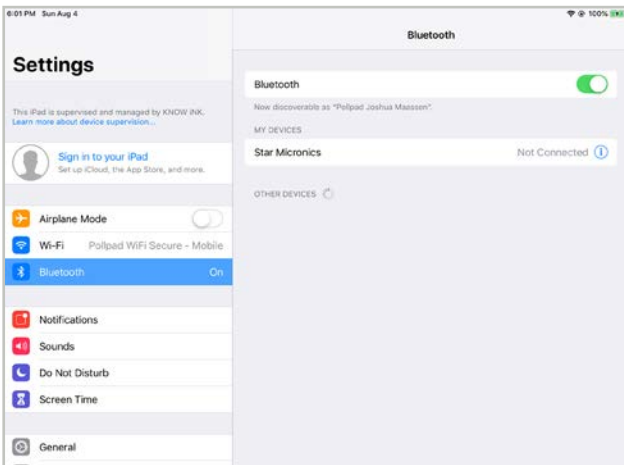
❷ Select **Bluetooth** from the left, verify Bluetooth toggle switch is on. Turn on if toggle switch is off.

❸ Check the status of the **Star Micronics** printer. If Not Connected, press on **Star Micronics** to attempt reestablishing bluetooth connection to printer.

PRINTER BLUETOOTH CONNECTION

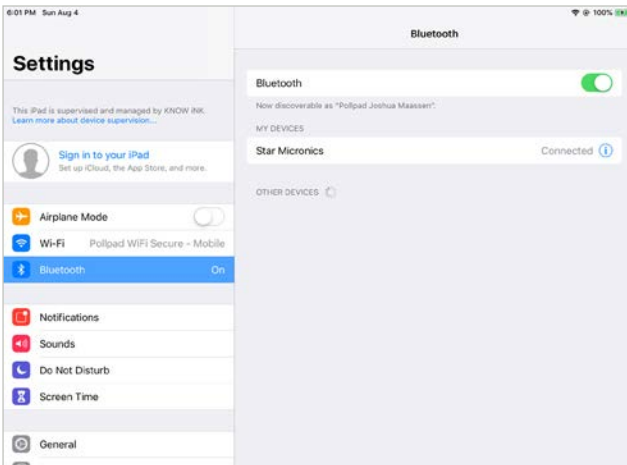❹ On the back of the printer, PRESS and HOLD the **"Pair"** button for approximately **six (6)** seconds. The green LED will flash. Release the Pair button; the LED will continue to flash green, then change to flashing blue.

❺ From the **Bluetooth** settings, select the **Star Micronics** printer. The light will change to solid blue when connection is successful.

PRINTER BLUETOOTH CONNECTION

❻ In the **Bluetooth** settings the **Star Micronics** printer will now display **Connected.**

❼ Open the Poll Pad app and verify printer icon is green. Complete a **Test Print** to ensure printer is working.

ADVANCED FUNCTIONS

🏠 **Home** - Access to the Get Started screen.

✏️ **Register Voter** - Access to election day registration process.

🎖️ **Election Workers** - Access to election worker sing-in/sign out and add/edit tool.

🎧 **Contact Support** - Access to video and/or text messaging communications.

📋 **Ballot Inventory** - Access to ballot increasing or decreasing ballot inventory.

🔧 **Tools and Settings** - Password-protected access to pre-election, post-election, and tools.

❓ **Training Materials** - Access to election day help guides.

📋 **Absentee Scanner** - Used to scan absentee status updates.

📖 **Voters** - Access to voter lookup screen.

📋 **Summary Report** - Password-protected (optional) access to localized reports.

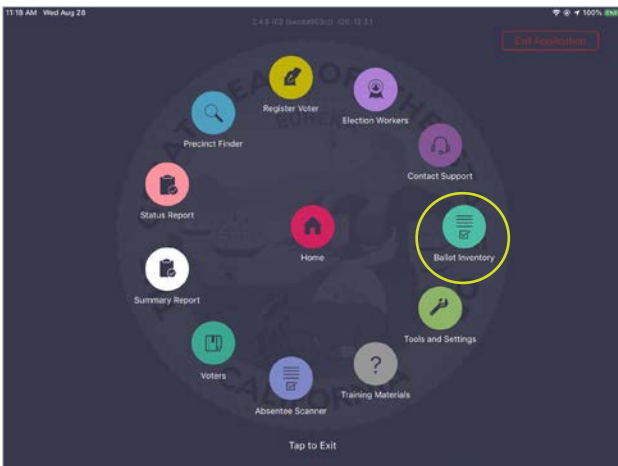📋 **Status Report** - Access to polling place information.

🔍 **Precinct Finder** - Access to polling place locater for a voter's address.
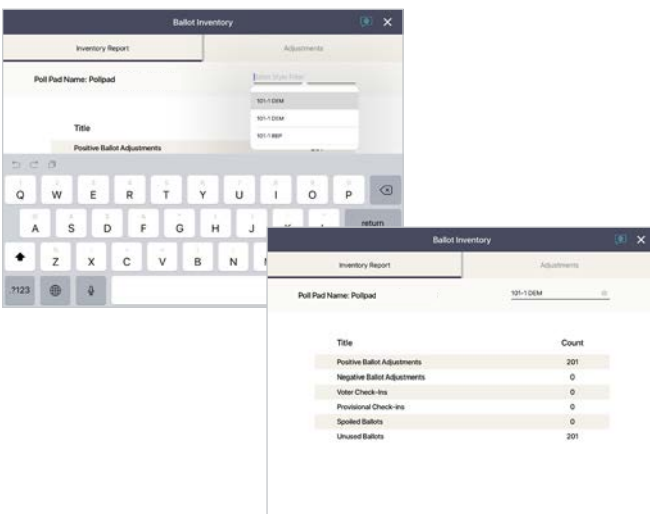
❶ LOCATE BALLOT INVENTORY

Navigate to the main **MENU,** then press **Ballot Inventory**.

❷ INVENTORY REPORT

On the I**NVENTORY REPORT** screen, use the **Ballot Style Filter** drop-down to select a ballot.

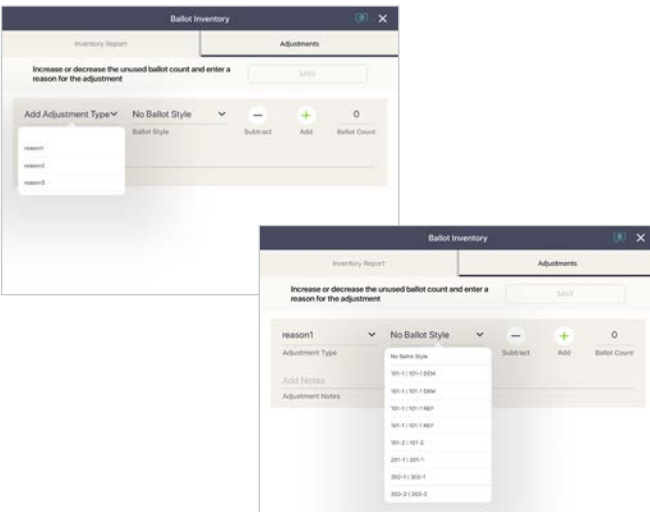The selected ballot **INVENTORY REPORT** will display.

❸ ADJUSTMENTS

Press **Adjustment Type**, choose the type of adjustment from the list.

Press **Ballot Style**, choose the ballot style being adjusted from the list.

NOTE: Adjustment types can be customized in ePulse.

④ ADJUST BALLOT COUNT

Use the **Subtract** or **Add** button to enter the amount of ballots being adjusted, or enter a number manually using the Ballot Count field.

Optional: Add notes in the **Adjustment Notes** field.

Press **Save**.

⑤ CONFIRM

A pop-up will display, **Confirm, Are you sure you want to increase/decrease your inventory by [number] ballots?**

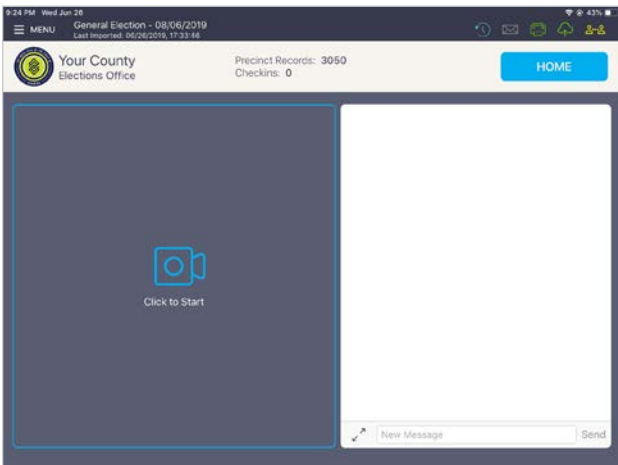Press **OK.**

❶ CONTACT SUPPORT

Navigate to the main **MENU,** then press **Contact Support**.

❷ TEXT MESSAGING

Use the text module on the right side to create and send a text message to the Command Center.
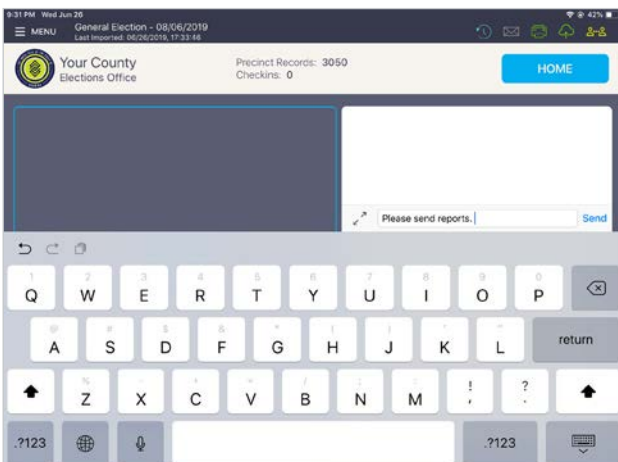
NOTE: To expand the module to full screen, press the arrows next to the New Message field.
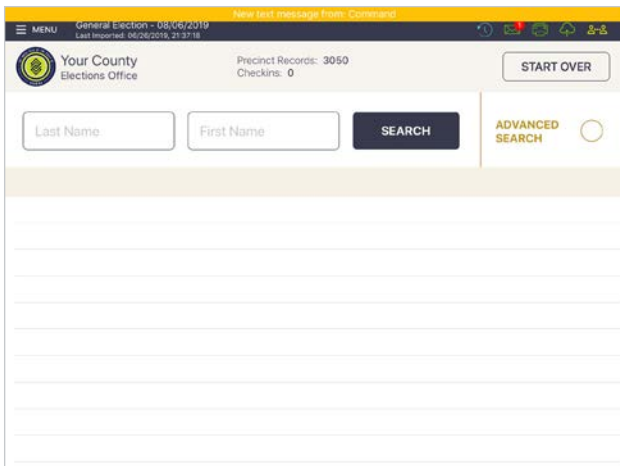
❸ SEND A NEW MESSAGE

Press **New Message** field to create a new text message. The keyboard will automatically display.

Enter a new message, then press **Send**.

❶ NEW INCOMING MESSAGE

An incoming text message notification will appear as a yellow banner at the top of the screen and a red number badge will appear on the envelope icon.
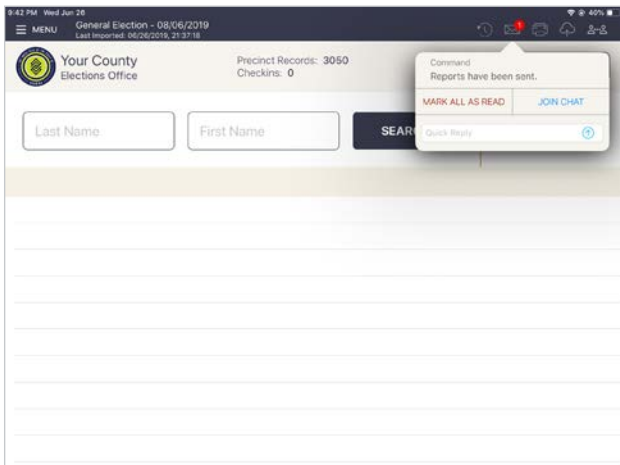
❷ MESSAGE NOTIFICATION

To view new messages, press the envelope icon in the Poll Pad tool bar. A pop-up will display the new message.

Press **Quick Reply** to send a message from the pop-up.

Press **JOIN CHAT** to view full message thread.

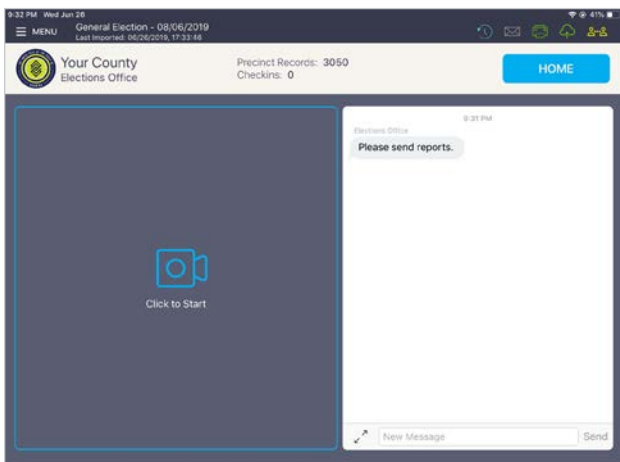Press **MARK ALL AS READ** to clear all notifications.

❸ VIEW MESSAGE

The Contact Support screen will display message thread when selecting **JOIN CHAT**.

Press **New Message** field to create a new text message.

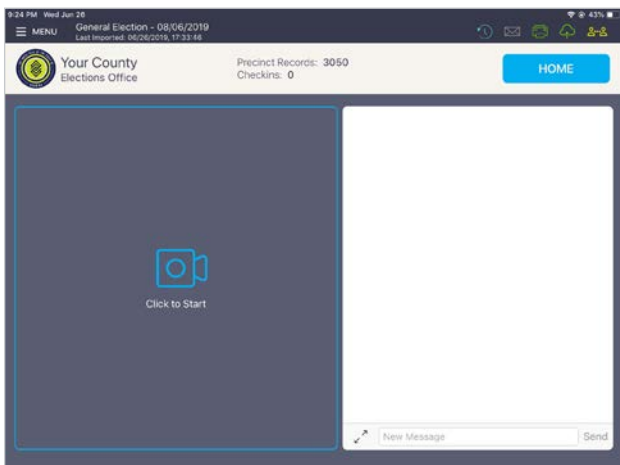Press **HOME** to exit **Contact Support.**
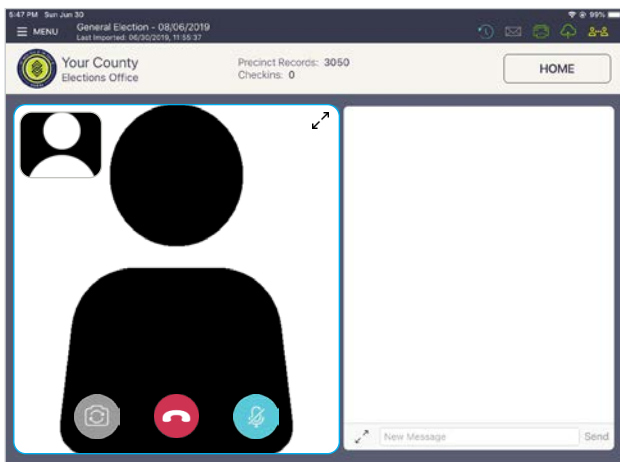
❶ LOCATE CONTACT SUPPORT

Navigate to the main **MENU,** then press **Contact Support**.

❷ START VIDEO CHAT

Use the video module on the left side to start a video message to the Command Center.

Press **Click to Start.**

❸ VIDEO CHAT

The video chat will start and connect to the Command Center. To exit, press **HOME**.
Video Chat icons:

Reverse Camera   Expand to full screen
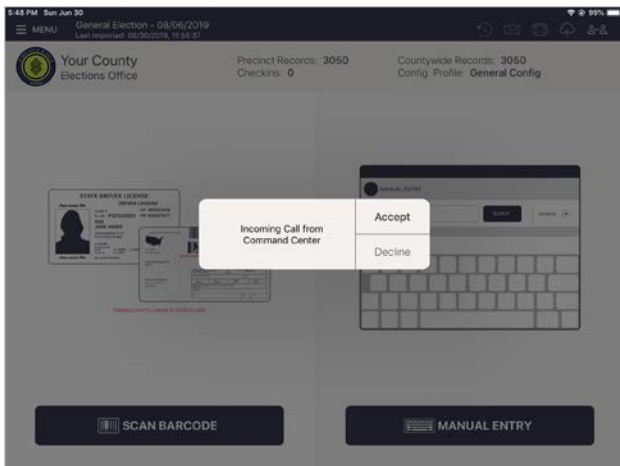
End Chat

Mute Chat   Return to Messages
(when in full-screen view)

❶ NEW INCOMING VIDEO CHAT

A pop-up will display "**Incoming Call from Command Center**" on-screen when a new video chat has been requested.
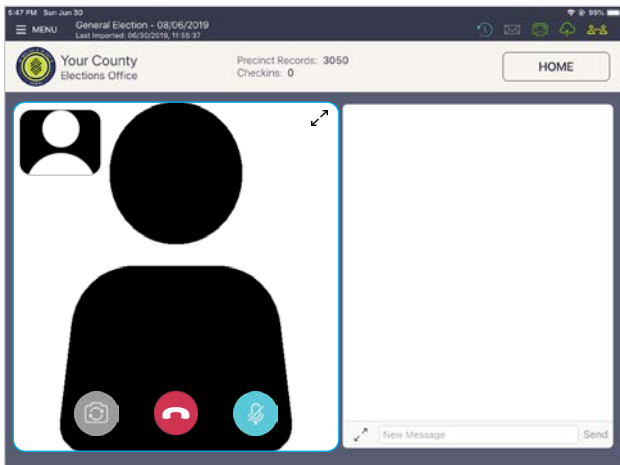
To start video chat, press **Accept**.

❷ VIDEO CHAT

The video chat will start and connect to the Command Center. To exit, press **HOME**. Video Chat icons:

Reverse Camera   Expand to full screen

End Chat

Mute Chat   Return to Messages
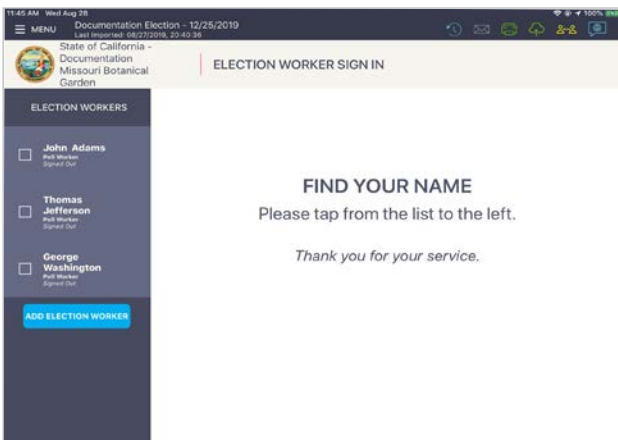(when in full-screen view)

① ELECTION WORKERS

Navigate to the main **MENU**, then press **Election Worker.**

NOTE: Election Worker menu may be password protected.
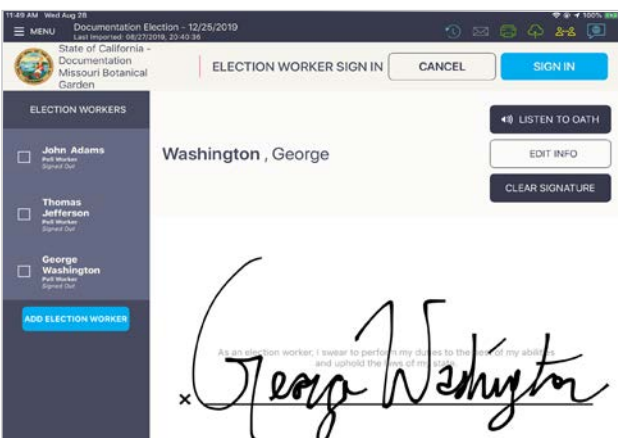

② FIND ELECTION WORKER

Have the election worker find and select their name from the list on the left.

③ ELECTION WORKER SIGN IN

Election worker will need to read the oath presented and sign their name.
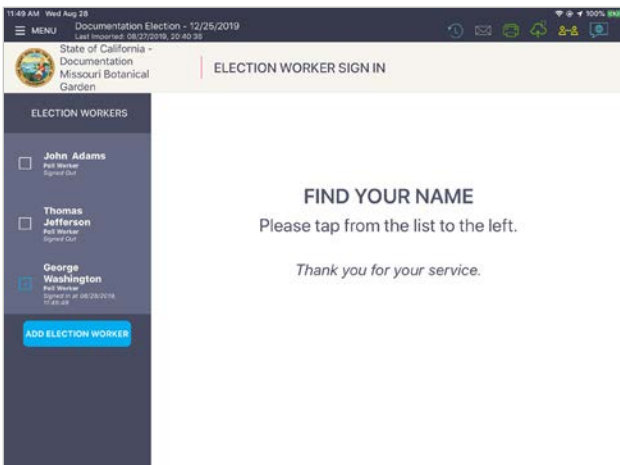
Press **SIGN IN.**

① ELECTION WORKERS

Navigate to the main **MENU,** then press **Election Workers.**

NOTE: Election Worker menu may be password protected.
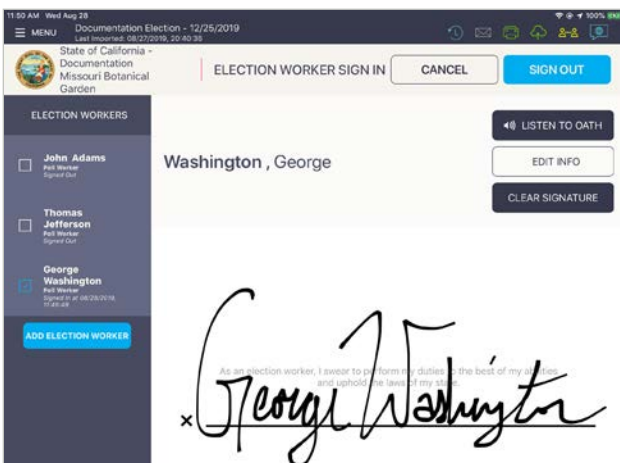

② FIND ELECTION WORKER

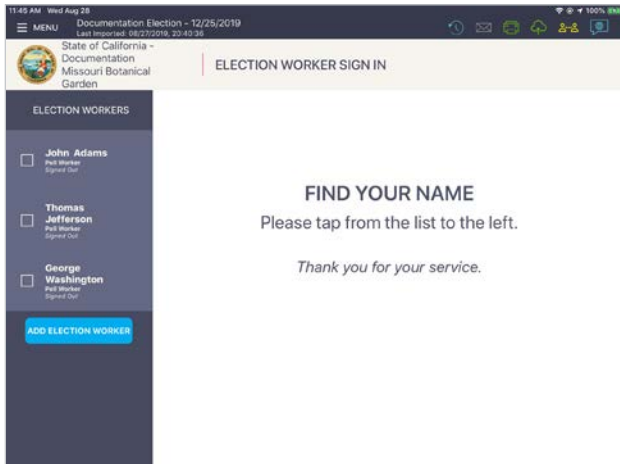Have the election worker find and select their name from the list on the left.

③ ELECTION WORKER SIGN OUT

Election worker will sign their name.
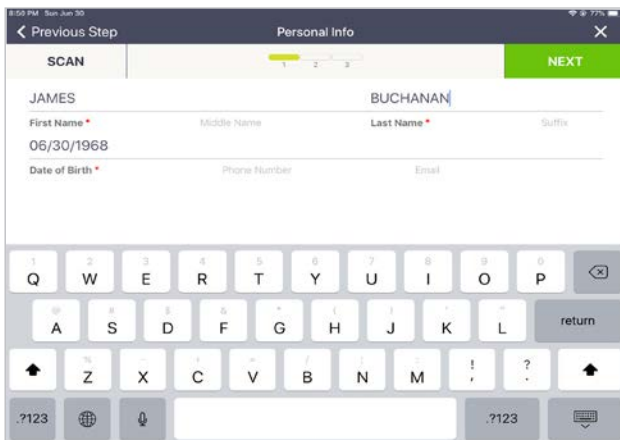
Press **SIGN OUT**.

❶ ADD ELECTION WORKER

Navigate to the main **MENU**, then press **Election Workers.**

Press **ADD ELECTION WORKER.**

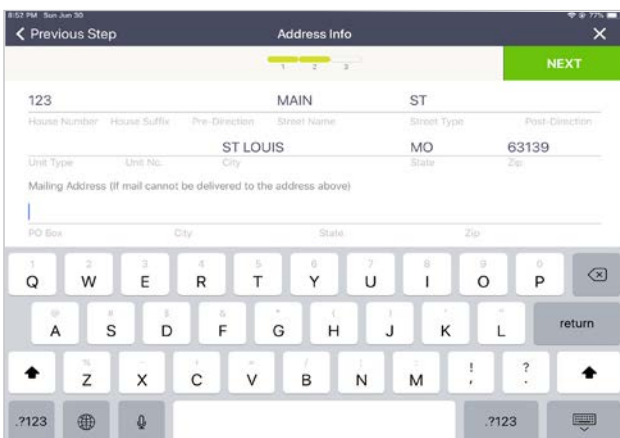**NOTE: Election Worker** menu may be password protected.

❷ PERSONAL INFO

Enter election worker personal information.

Press **SCAN** to capture election worker information from a driver's license.
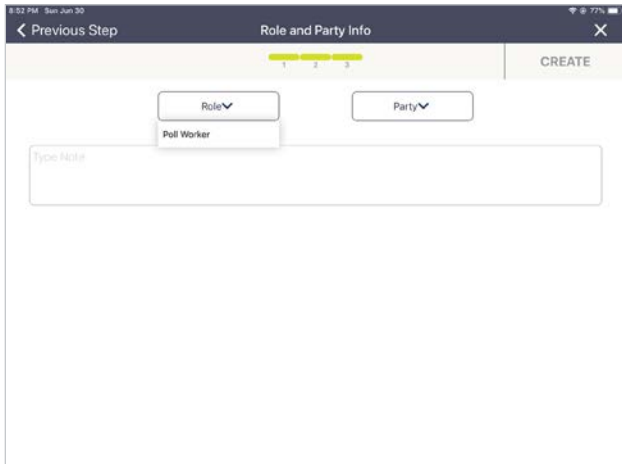
Press **NEXT**.

* Indicates required field

❸ ADDRESS INFO

Enter election worker address information. Enter Mailing Address if necessary.
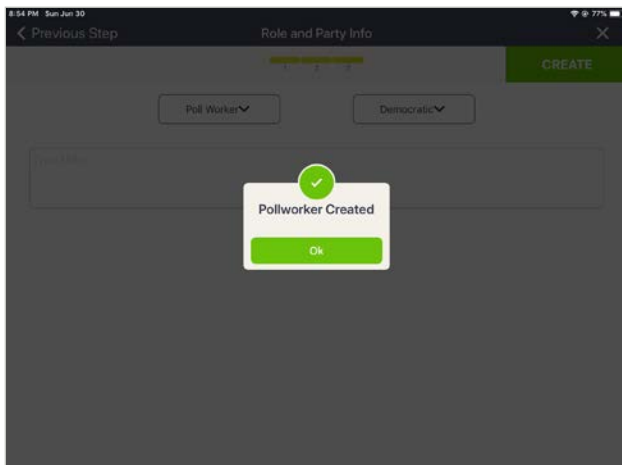
Press **NEXT**.

❹ ROLE AND PARTY INFO

Select election worker **Role** and **Party** from drop-down menus. Enter additional information in the **Type Note** filed.
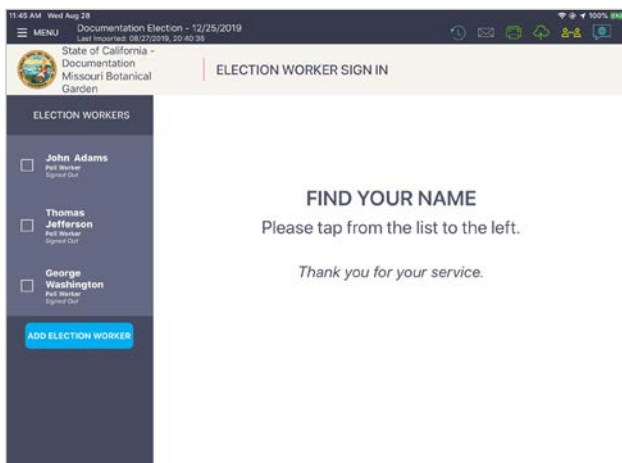
Press **CREATE.**

NOTE: If you do not require your election workers to declare a party, they should select **Unaffiliated**.

❺ SUCCESS

A success pop-up will display, **Election Worker Created.**

Press **Ok**.

❻ ELECTION WORKER ADDED

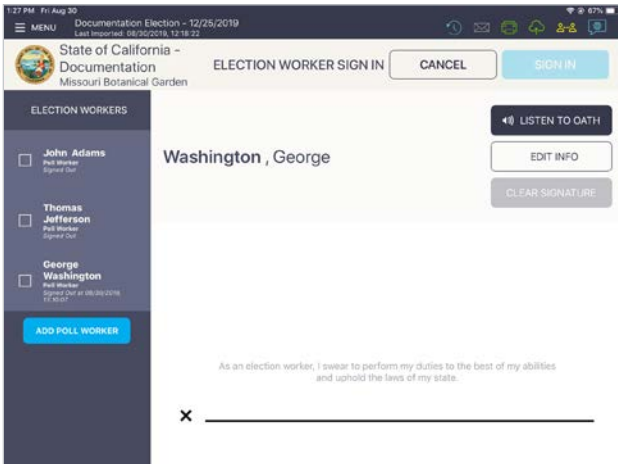Election worker will now be listed in left pane column.

❶ EDIT ELECTION WORKER

Navigate to the main **MENU**, then press **Election Workers.** Select the election worker's name from list.

Press **EDIT INFO**

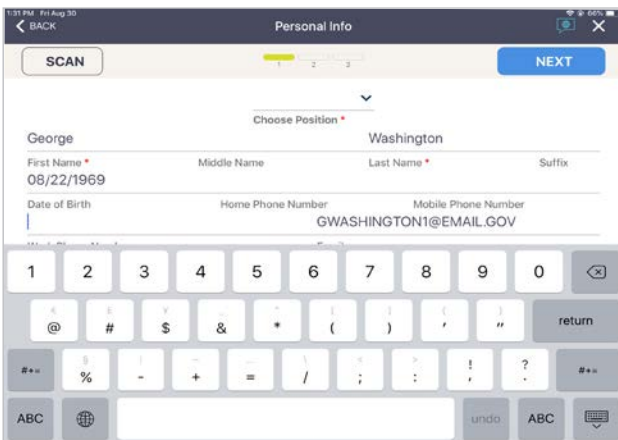**NOTE: Election Worker** menu may be password protected.

❷ PERSONAL INFO

The election worker's personal information will be populated. If needed, update the election worker's information.

Press **SCAN** to capture election worker information from a driver's license.
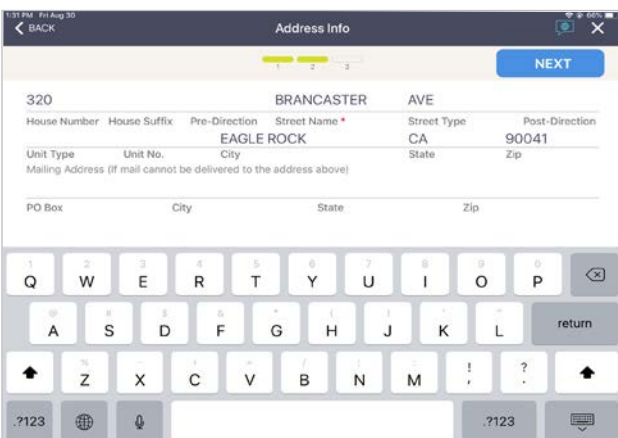
Press **NEXT**.

* Indicates required field

❸ ADDRESS INFO

Enter or update the election worker's address information. Enter Mailing Address if necessary.
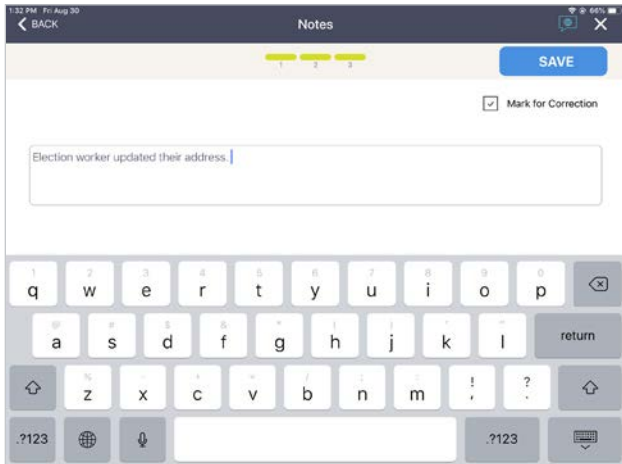
Press **NEXT**.

❹ NOTES

Enter any relative notes in the **Type Notes** field.

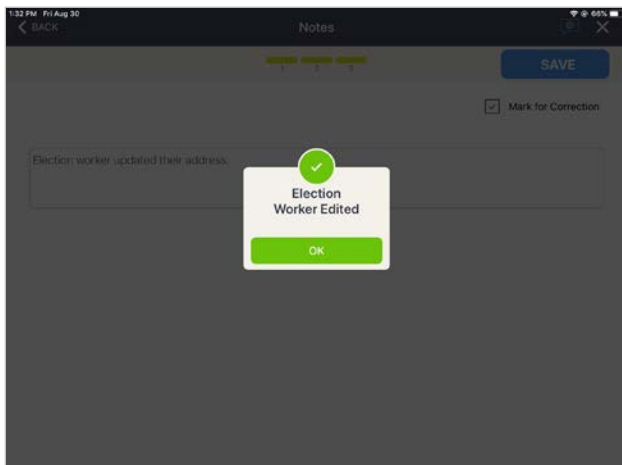Select the **Mark for Correction** checkbox.

Press **SAVE.**

❺ SUCCESS
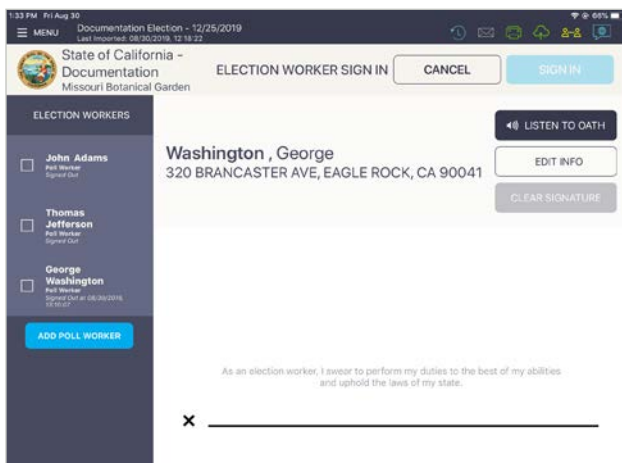
A success pop-up will display, **Election Worker Edited.**

Press **OK**.

❻ ELECTION WORKER EDITED

Election worker's record will now display updated information.

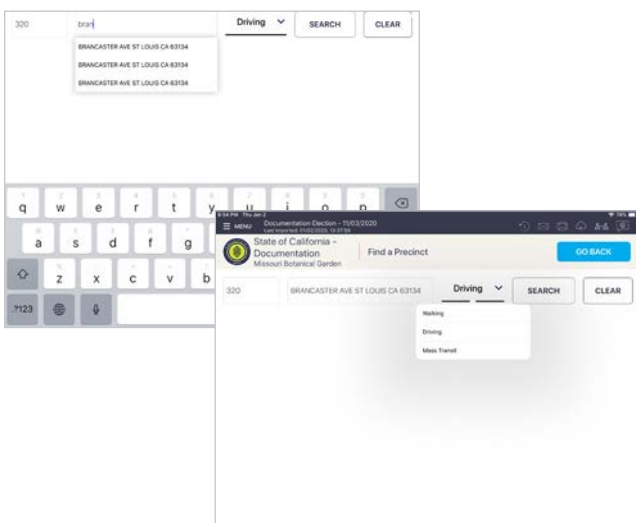Proceed with election worker sign in.

❶ LOCATE PRECINCT FINDER

Navigate to the main **MENU,** then press **Precinct Finder**.

Precinct Finder helps direct a voter to their correct polling location determined by the voter's address.

❷ ENTER ADDRESS

Enter the voter's residential address. Once the house number and first 3 characters of street name are entered, the address will auto-populate. Select the correct address from the populated drop-down list. Select transportation method from the drop-down list.
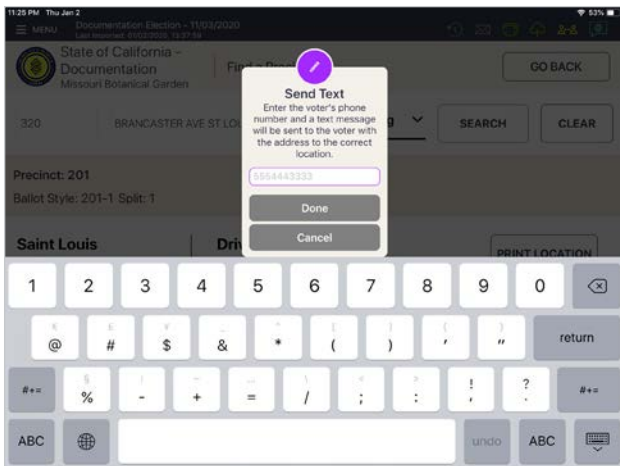
Press **SEARCH**.
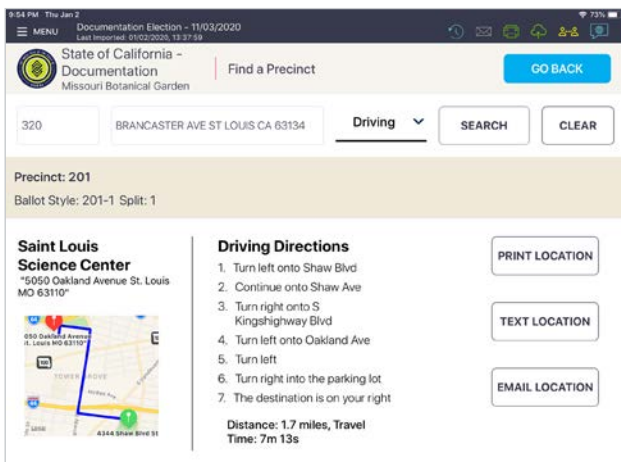
❸ DIRECTIONS

Direction steps and map will display on-screen. Select delivery method for directions to destination from the available buttons on the right.

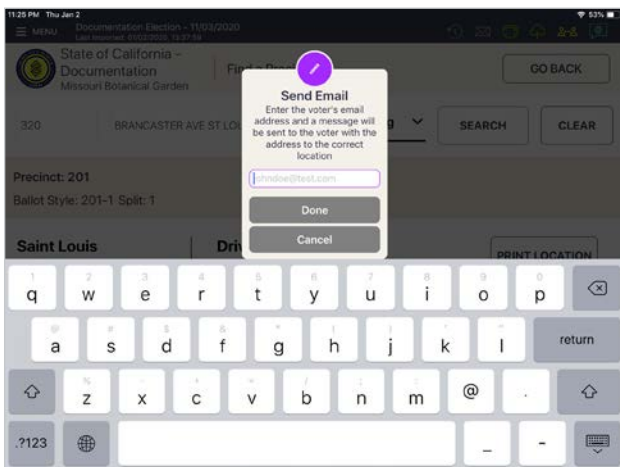To print driving direction steps, press **PRINT LOCATION**.

④ TEXT LOCATION

A **Send Text** pop-up will display, "Enter the voter's phone number and a text message will be sent to the voter with the address to the correct location."

Enter voter's phone number in the field, then press **Done**.
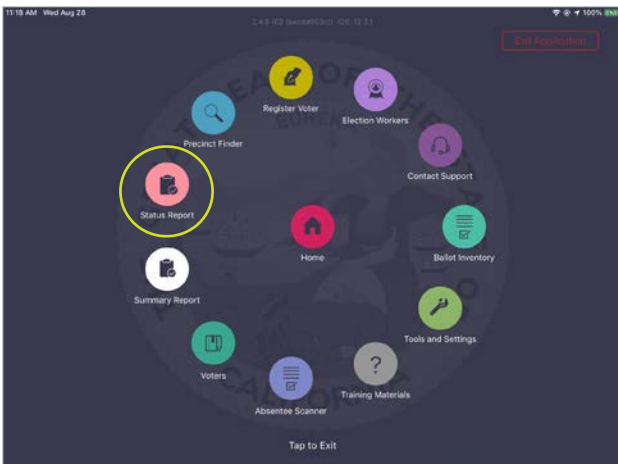

⑤ EMAIL LOCATION

A **Send Email** pop-up will display, "Enter the voter's email address and a message will be sent to the voter with the address to the correct location."

Enter voter's email address in field, then press **Done**.
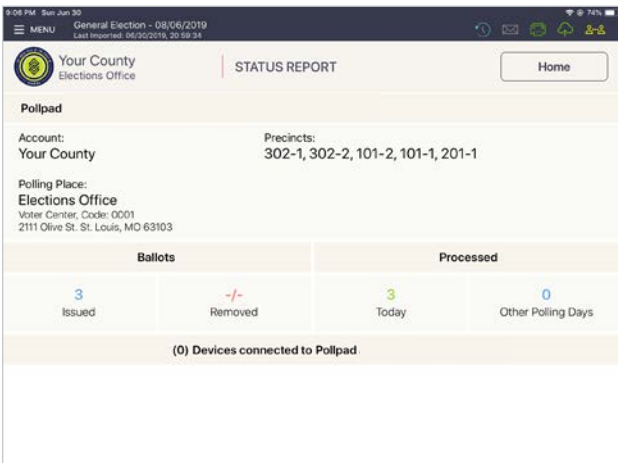
❶ LOCATE STATUS REPORT

Navigate to the main **MENU,** then press **Status Report**.

❷ STATUS REPORT

The **STATUS REPORT** screen displays the following information:
• Account
• Precincts
• Polling Place name and address
• Ballots
• Processed voters
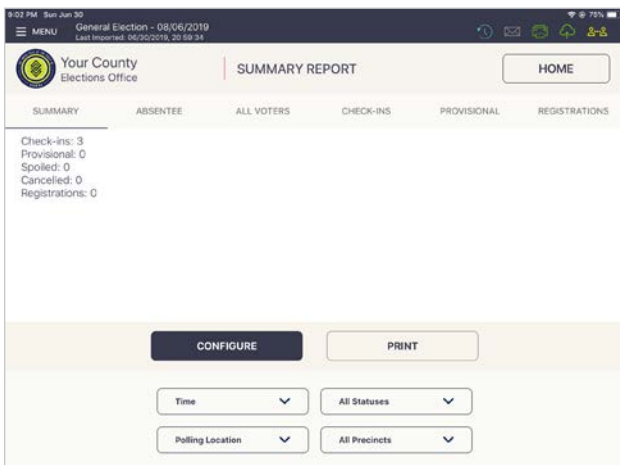• Number of devices connected to Pollpad unit
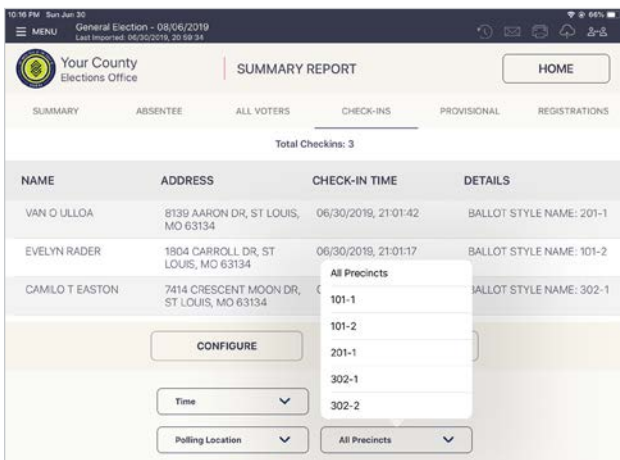
❶ LOCATE SUMMARY REPORT

To access **Summary Report** on Poll Pad, press **MENU** then **Summary Report**.

❷ SUMMARY REPORT

SUMMARY REPORT data can be filtered by type using the headers across the top of the screen. Headers:

- SUMMARY
- ABSENTEE
- ALL VOTERS
- CHECK-INS
- PROVISIONAL
- REGISTRATIONS

❸ CONFIGURE SUMMARY REPORT

Use the **CONFIGURE** button at the bottom of the screen to sort and print the desired information.
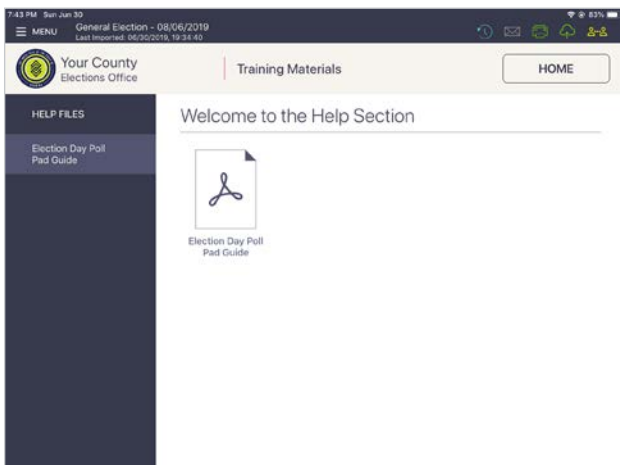
❶ LOCATE TRAINING MATERIALS

To access **Training Materials** on Poll Pad, press **MENU** then **Training Materials**.
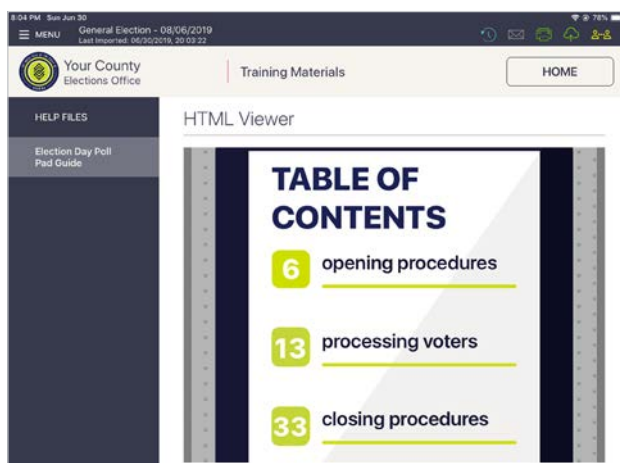
Note: Training Materials are originally uploaded in ePulse under **Account Settings > Help Menu.**

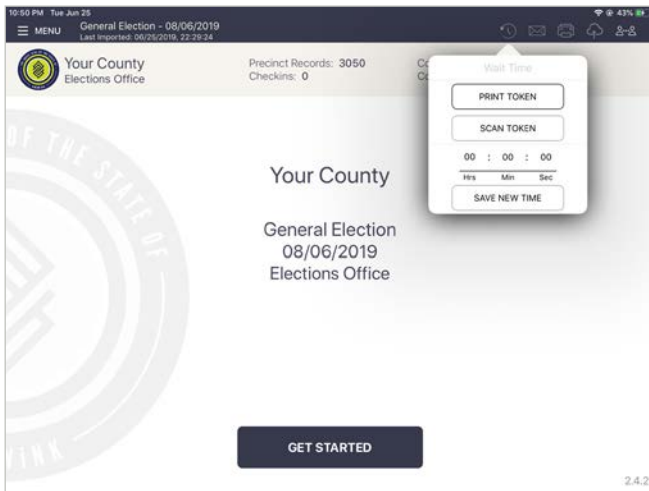## ❷ HELP SECTION

HELP FILES will be found in the left panel.

Select a **HELP FILE** to view contents.
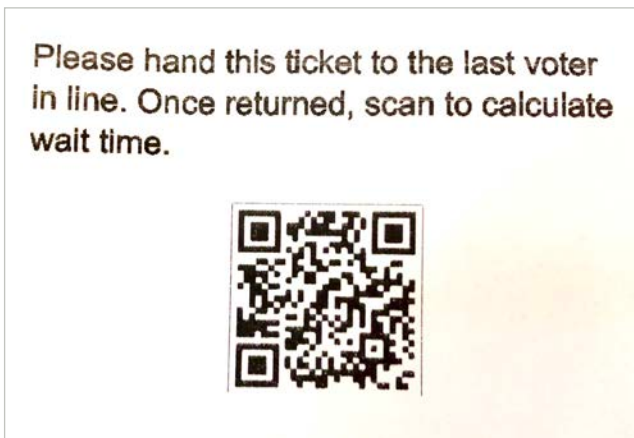
❸ HELP CONTENT

View selected **HELP CONTENT.**

❶ PRINT TOKEN

The Voter Wait Time feature on Poll Pad can help calculate the average wait time for voters. The information is then synced to ePulse.
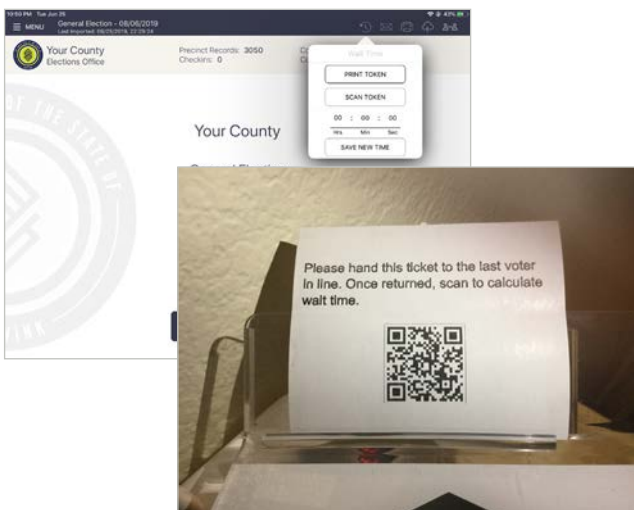
Press the counterclockwise clock icon.

Press **PRINT TOKEN**.

❷ TICKET PRINTS

A ticket will print with a QR code and instructions: **"Please hand this ticket to the last voter in line. Once returned, scan to calculate wait time."**
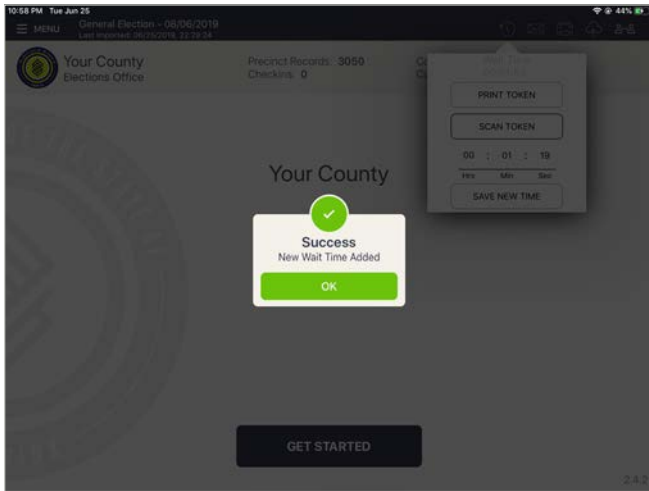
❸ SCAN TOKEN

When the voter with the ticket arrives to the checkin table press the counterclockwise clock icon.

Press **SCAN TOKEN**.

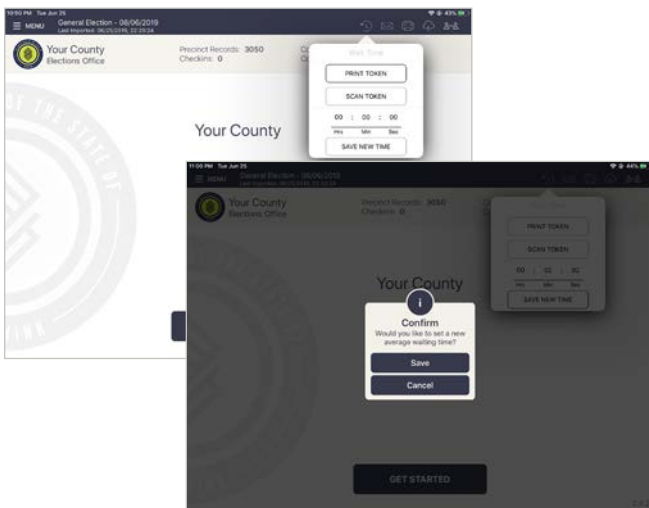The rear camera will launch. Place the ticket on the ID tray to scan QR code.

❹ SUCCESS
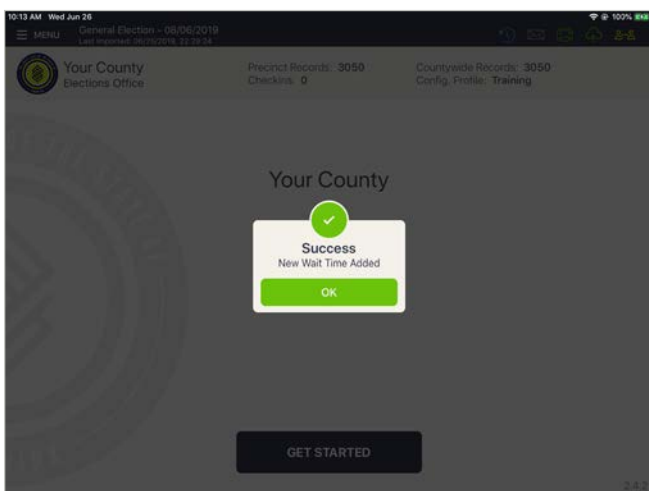
A **Success** pop-up will display.

Press **OK**.

❺ SAVE NEW TIME

To set a new average wait time press the counterclockwise clock icon, then press **SAVE NEW TIME.**

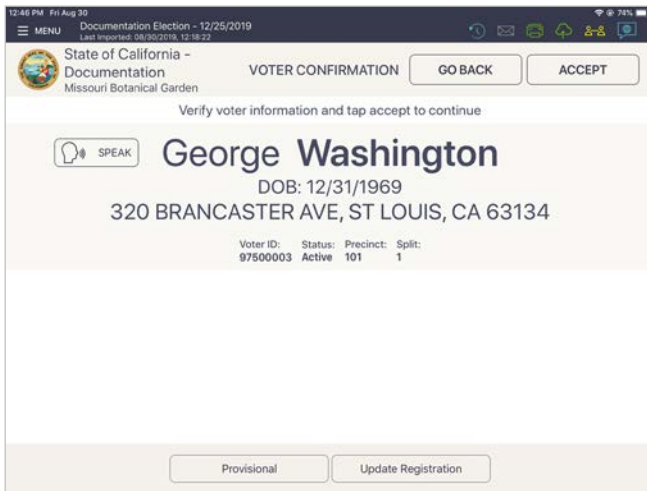A **Confirm** pop-up will display.

Press **Save**.

❻ SUCCESS

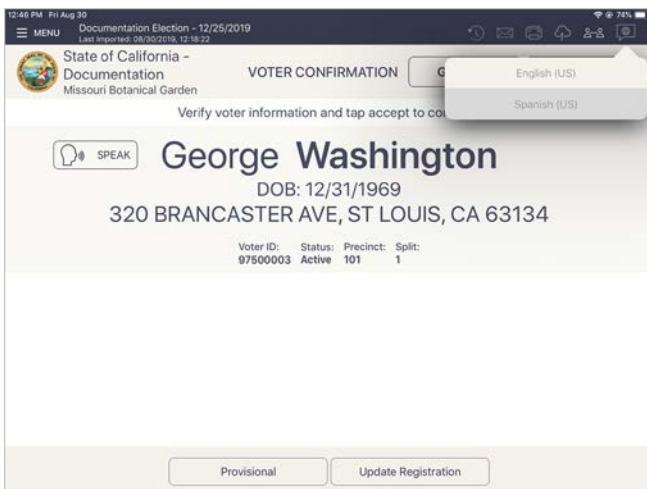A pop-up will display, **Success New Wait Time Added.**

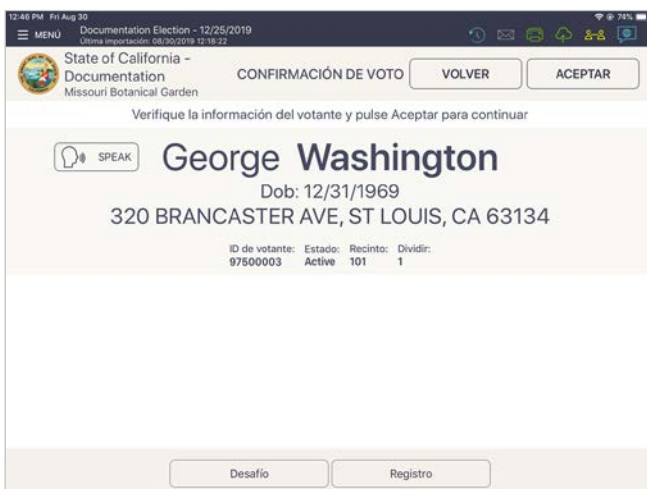Press **OK**.

❶ DEFAULT LANGUAGE DISPLAY

English is the default language of the Poll Pad application. Multiple languages can be enabled and configured in ePulse.

❷ CHANGE LANGUAGE

If a voter does not speak or read English, press the chat bubble with a globe icon.
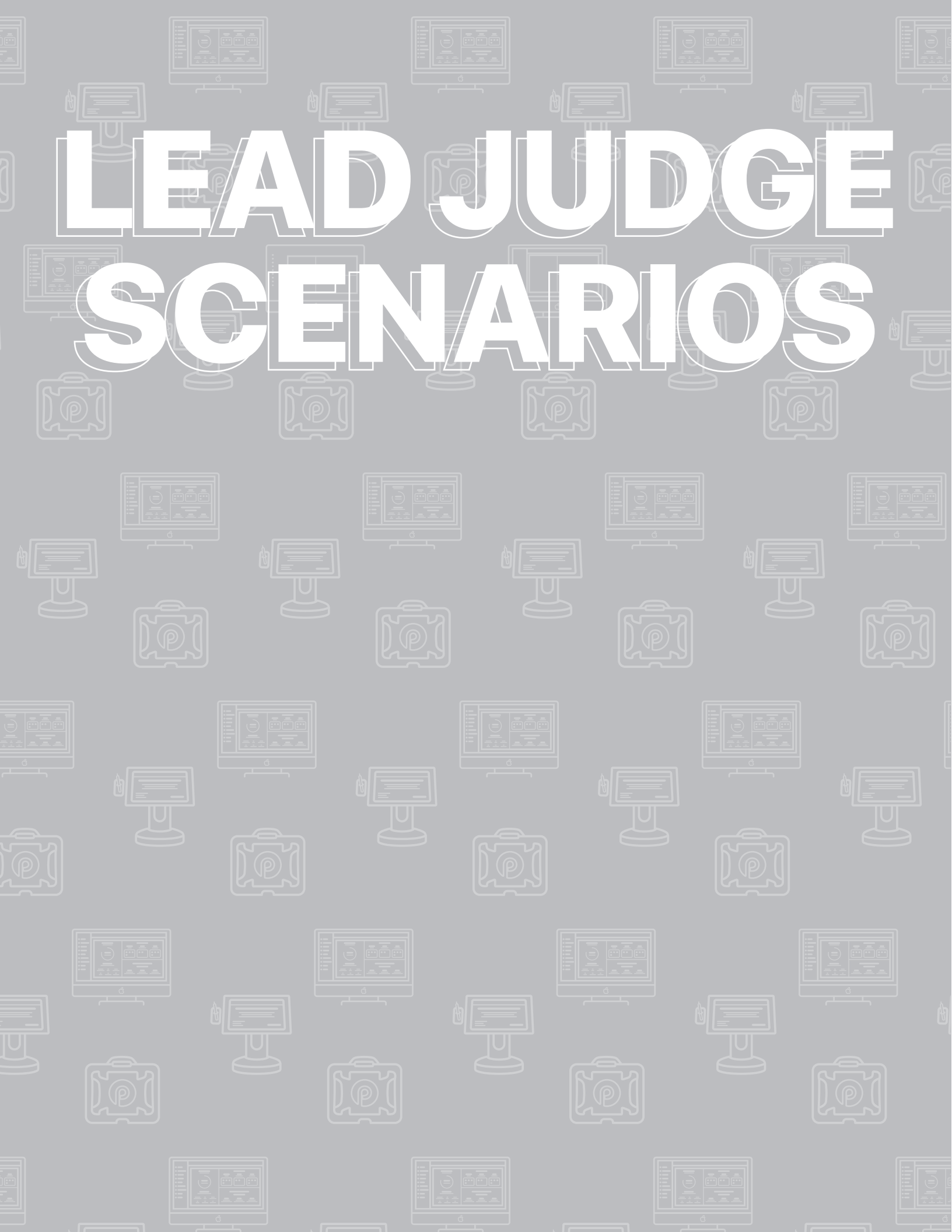
Choose a language from the list.

❸ ALTERNATIVE LANGUAGE

Information on-screen will now display in the chosen language.

To change the language back, press the icon and choose English.
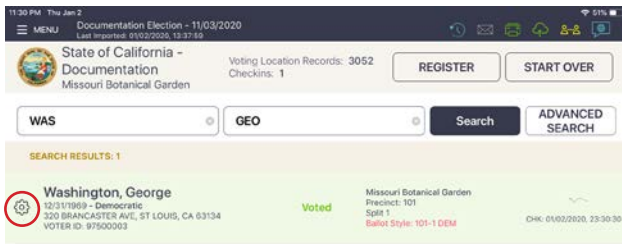
LEAD JUDGE SCENARIOS

❶ LOOK UP VOTER

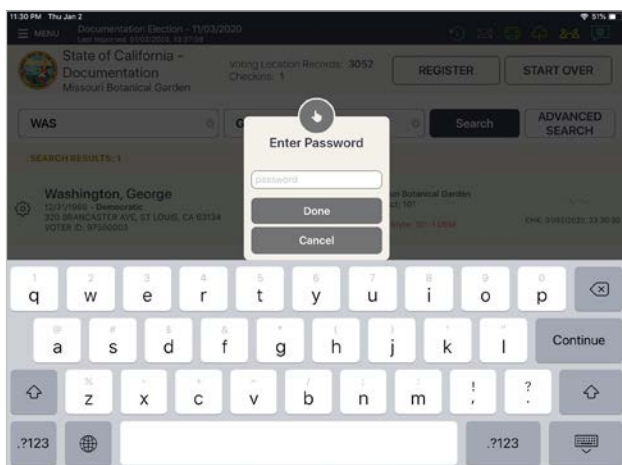Look up the voter checkin record that need to be canceled by **MANUAL ENTRY** instructions.

Press the **Settings** icon next to the voter's name.
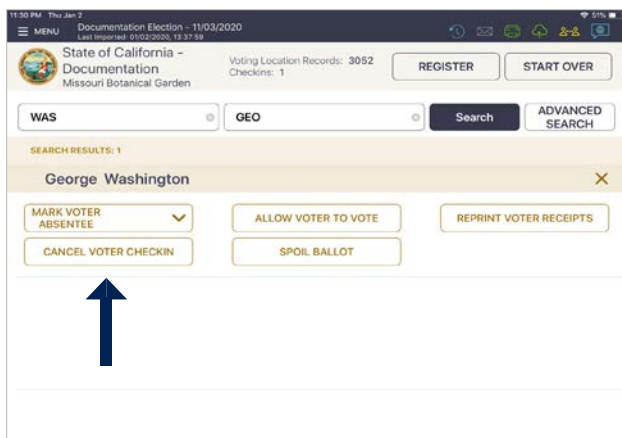

❷ ENTER PASSWORD

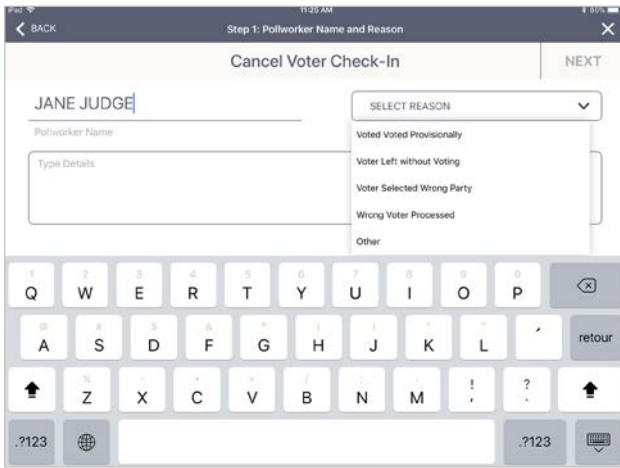Enter the **Extra Functions Password** (password will be provided by the election authority).

❸ CANCEL THE CHECK-IN

The **Extra Functions** menu will display in place of voter's record.

Press **CANCEL VOTER CHECKIN**.
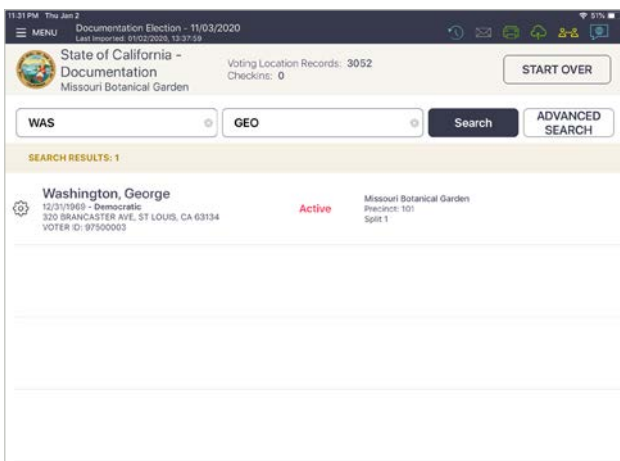
4 ELECTION WORKER NAME & REASON

The Election Judge Authority canceling the voter check-in should enter their name. From the drop-down menu, select the reason for canceling the check-in. If you choose **Other** for reason, you must type details in the box provided to proceed.

Press **NEXT**.

5 REVIEW, SIGN & SUBMIT

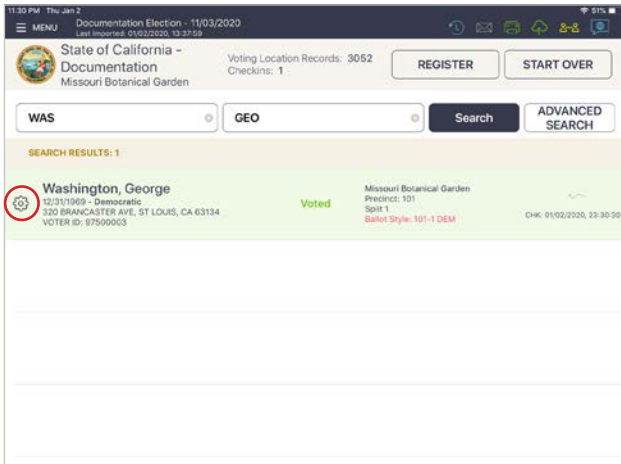Election Judge must sign using their FULL NAME then press **SUBMIT**.

6 CHECK-IN CANCELED

Voter will be removed from check-in count.
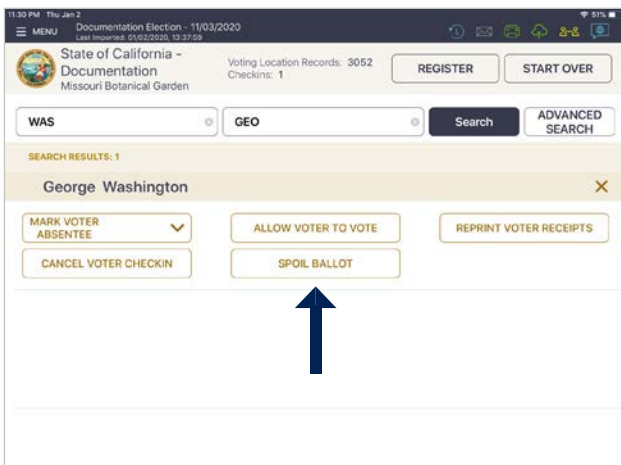
Voted status will be removed.

1 LOOK UP VOTER

Lookup the voter's record using **MANUAL ENTRY** instructions.
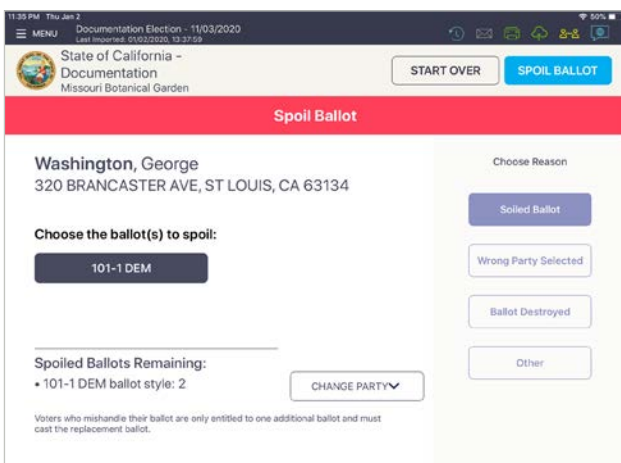
Press the **Settings** icon next to the voter's name and enter the password.

2 SELECT SPOIL BALLOT

The **Extra Functions** menu will display in place of voter's record.
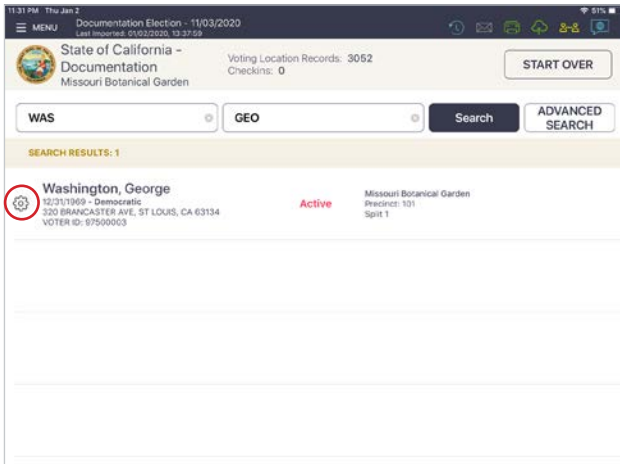
Press **SPOIL BALLOT**.

3 SELECT SPOIL REASON

A new screen will appear, select reason for spoiling ballot. Press **SPOIL BALLOT** to complete the process.

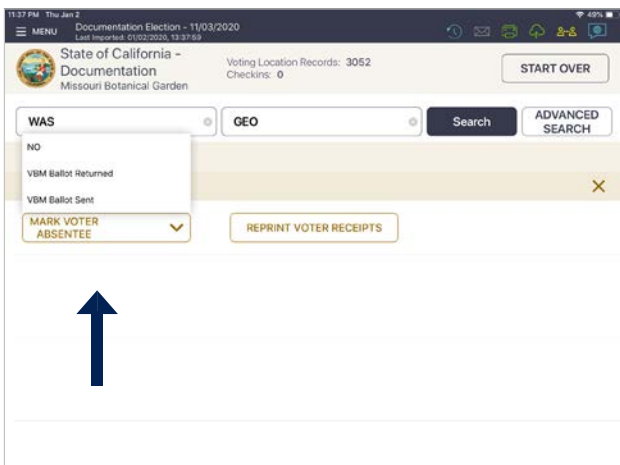**NOTE:** During primary elections, select party of re-issued ballot.

❶ LOOK UP VOTER

Lookup the voter's record using **MANUAL ENTRY** instructions.

Press the **Settings** icon next to the voter's name and enter the password.

❷ MARK VOTER ABSENTEE

The **Extra Functions** menu will display in place of voter's record.

Press **Mark Voter Absentee.**

Select **VBM Ballot Received** or **VBM Ballot Sent.**

❸ CONFIRM

A pop-up will display, press **OK**.

The Voter is now marked either **VBM Ballot Received** or **VBM Ballot Sent.**

Press **START OVER**.

❶ LOOK UP VOTER

Lookup the voter's record using **MANUAL ENTRY** instructions.

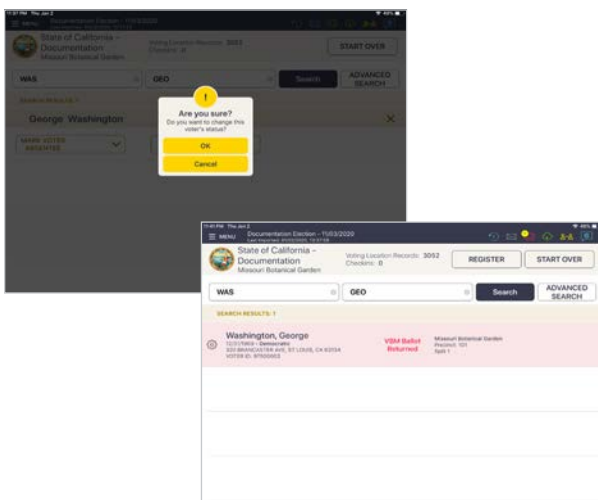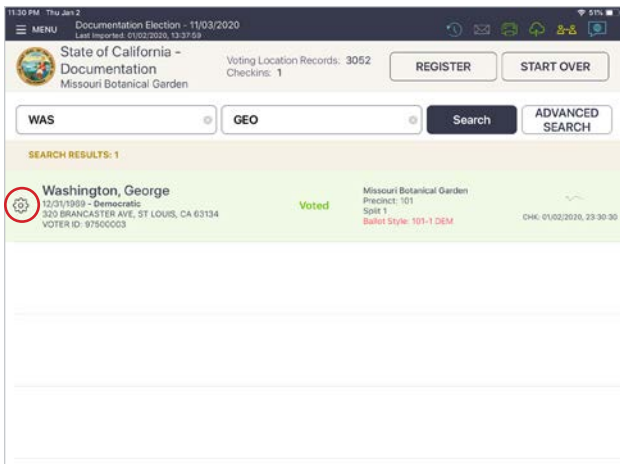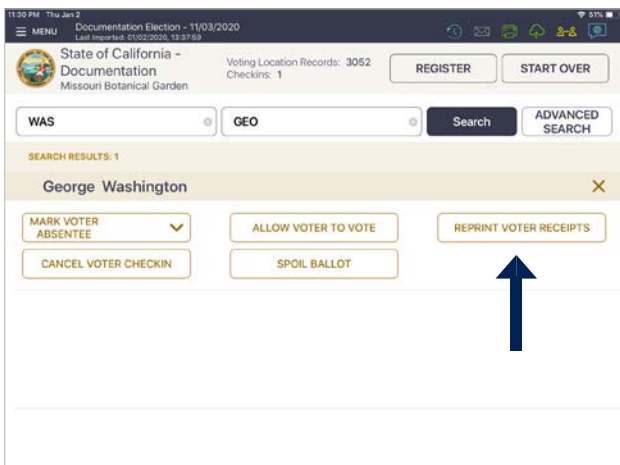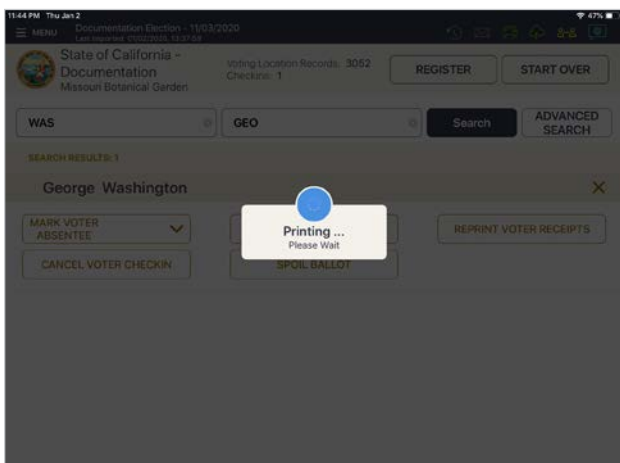Press the **Settings** icon next to the voter's name and enter the password.

❷ REPRINT VOTER RECEIPT

The **Extra Functions** menu will display in place of voter's record.

Select **REPRINT VOTER RECEIPTS**.

❸ CONFIRM

A pop-up will display **"Printing... Please Wait"**.

A duplicate receipt will automatically print.

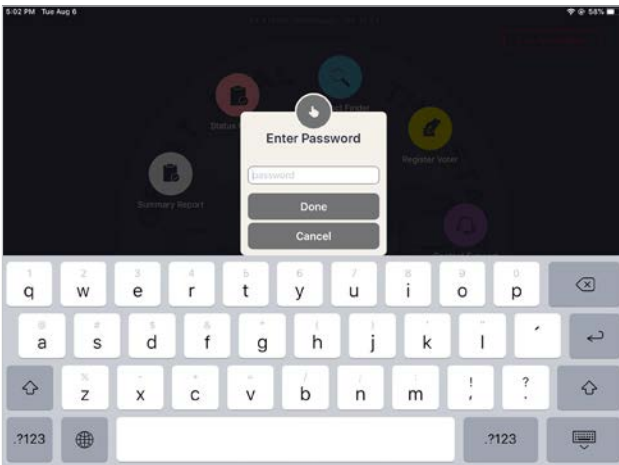**NOTE:** Printed receipt will be marked "DUPLICATE".

ADMIN OPERATIONS
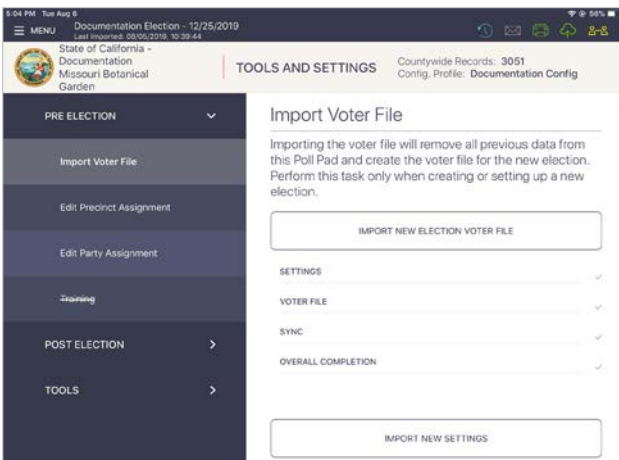
❶ TOOLS AND SETTINGS

Navigate to the main **MENU**, press **Tools and Settings.**

❷ ENTER PASSWORD

A pop-up will display, **Enter Password.** (Password provided by election authority).

Press **Done.**

❸ IMPORT VOTER FILE

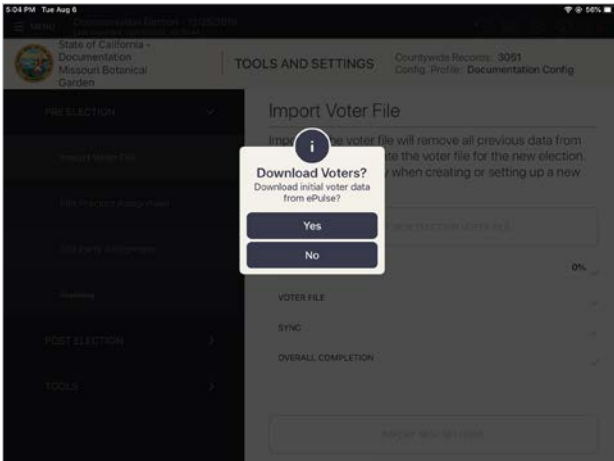From the left panel, press **PRE ELECTION,** then **IMPORT VOTER FILE.**

A new screen will display, press **IMPORT NEW ELECTION VOTER FILE.**
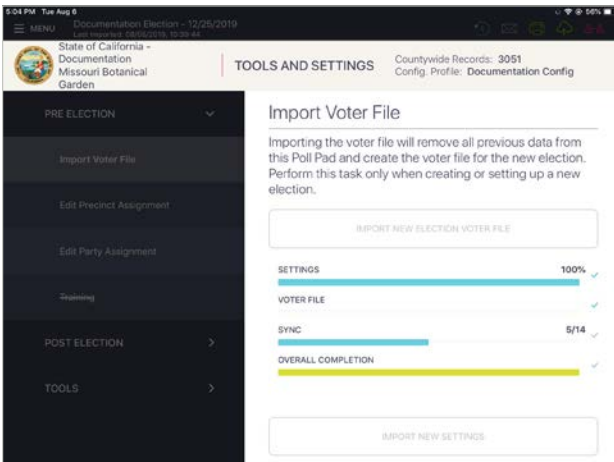
④ DOWNLOAD VOTERS

A pop-up will display, **Download Voters? Download initial voter data from ePulse?**
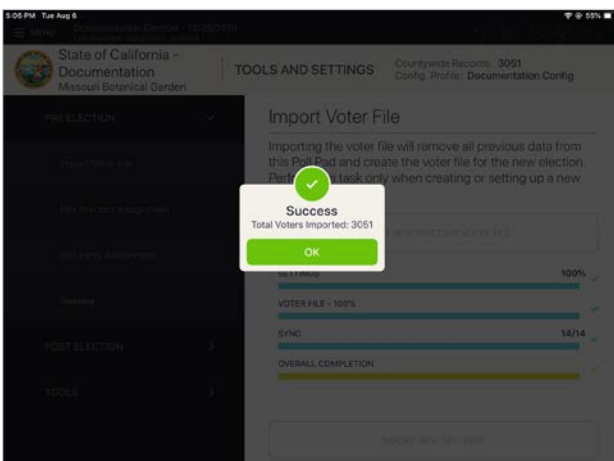
Press **Yes**.

⑤ FILES DOWNLOAD

Progress bars of the election voter file will display on-screen. Wait for all files to finish downloading.

⑥ SUCCESS

When complete, a **Success** pop-up will display.

Verify the number of Total Voters Imported and press **Ok**.

NOTE: **Do not use the Check-In Generator Function**. This should only be accessed by KNOWiNK staff.
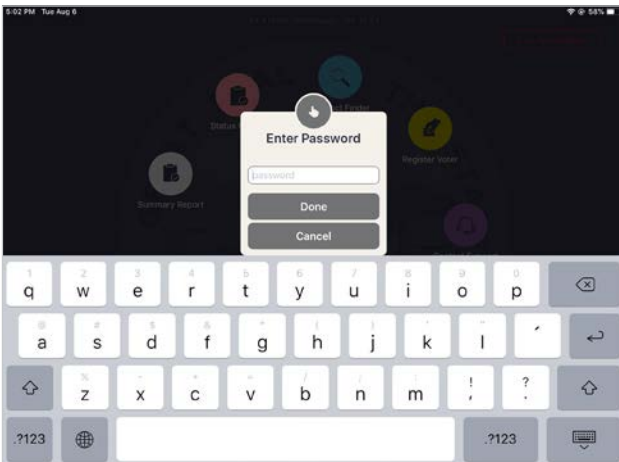
1 TOOLS AND SETTINGS

Navigate to the main **MENU**, press **Tools and Settings.**

2 ENTER PASSWORD

A pop-up will display, **Enter Password.** (Password provided by election authority).
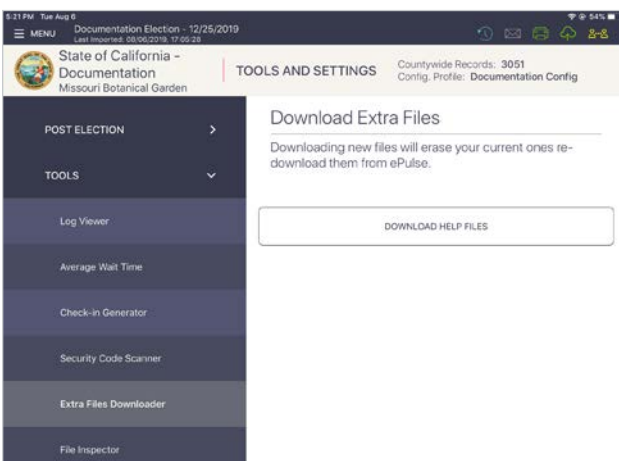
Press **Done.**

3 DOWNLOAD HELP FILES

Press **TOOLS,** then press **Extra Files Downloader.**

Press **DOWNLOAD HELP FILES**.

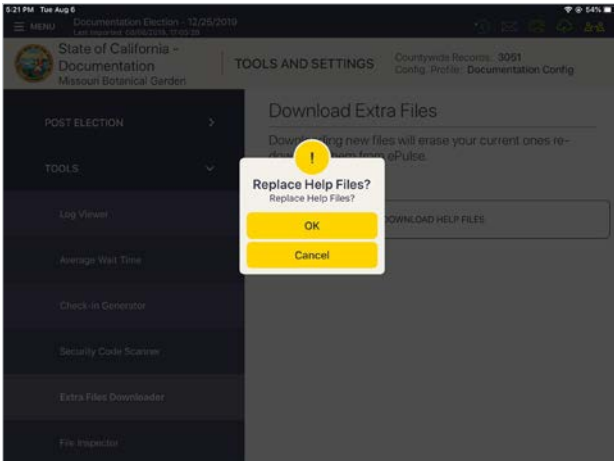**NOTE:** Downloading new files will erase current ones.

4 REPLACE HELP FILES

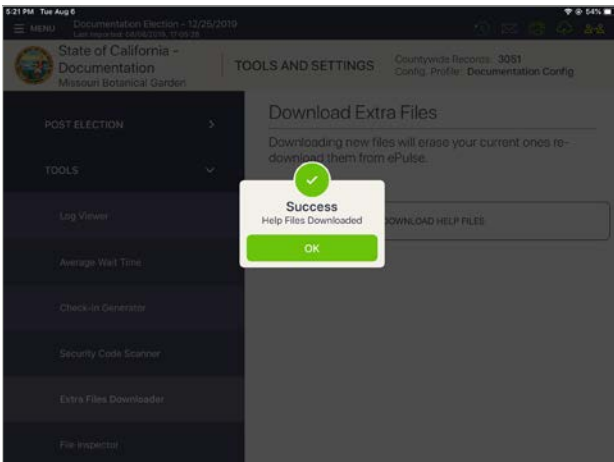A pop-up will display, **Replace Help Files?**
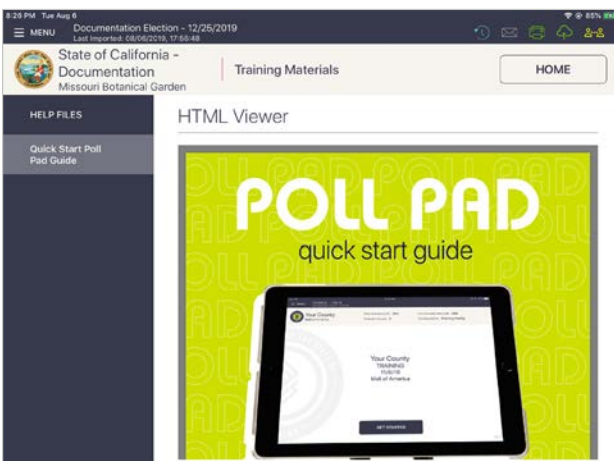
Press **OK**.

5 SUCCESS

A pop-up will display, **Success Help Files Downloaded.**

Press **OK.**

6 TRAINING MATERIALS

The downloaded **HELP FILES** will now be available to view within the **Training Materials** menu.
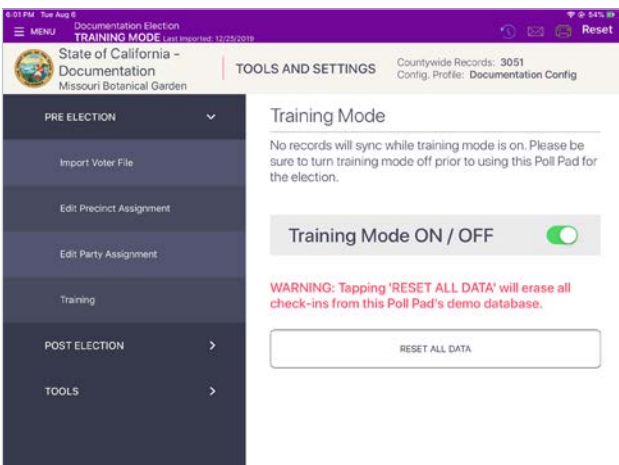
① TOOLS AND SETTINGS

Navigate to the main **MENU**, press **Tools and Settings.**
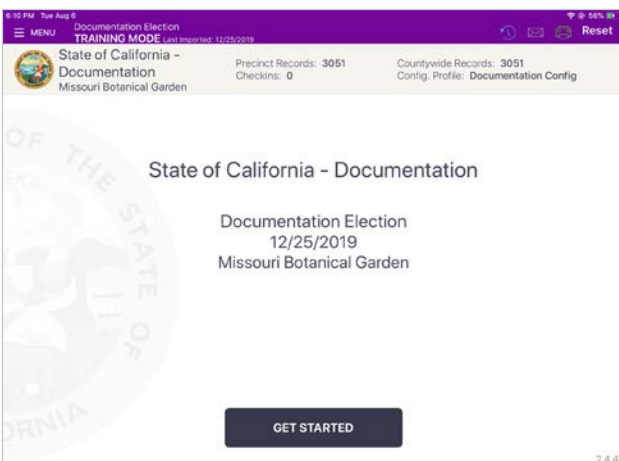
Enter password when prompted.

② TURN TRAINING MODE ON

Press **PRE ELECTION**, then press **Training**.
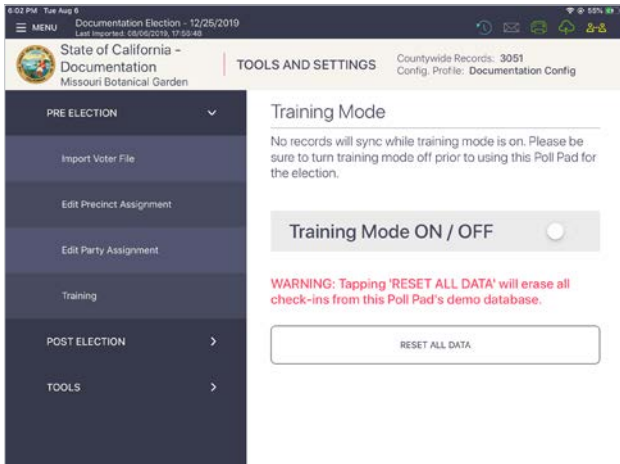
Toggle on **Training Mode**.

NOTE: A purple banner will appear at the top of the Poll Pad screen indicating **Training Mode** is on.

③ RESET TRAINING MODE

At the conclusion of each training session, press **Reset** at the top right corner of the screen to reset the Poll Pad for the next training class.
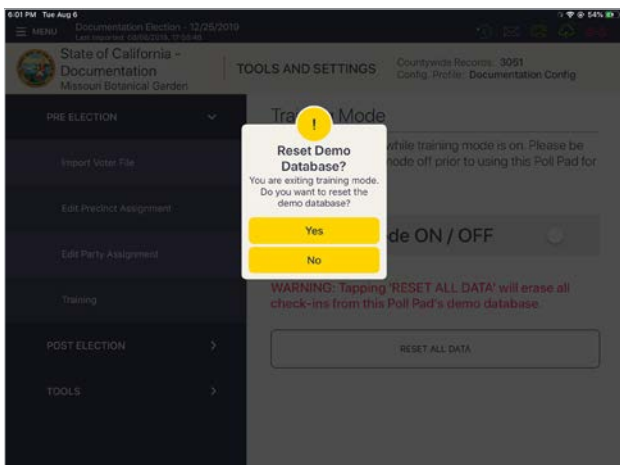
4 TURN TRAINING MODE OFF

Navigate to the **Tools and Settings** menu. Press **PRE ELECTION**, then press **Training.**
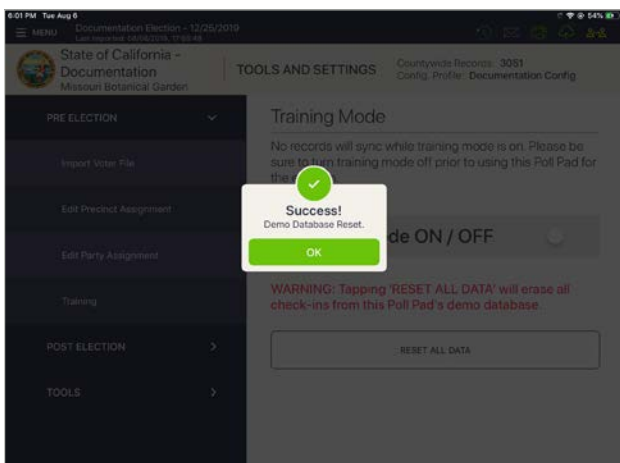
Toggle off **Training Mode.**

5 RESET DEMO DATABASE

A pop-up will display, **Reset Demo Database? You are exiting training mode. Do you want to reset the demo database?**

Press **Yes.**

NOTE: When Training Mode is toggled off, the purple banner will disappear.

6 SUCCESS

A pop-up will display, **Success! Demo Database Reset.**
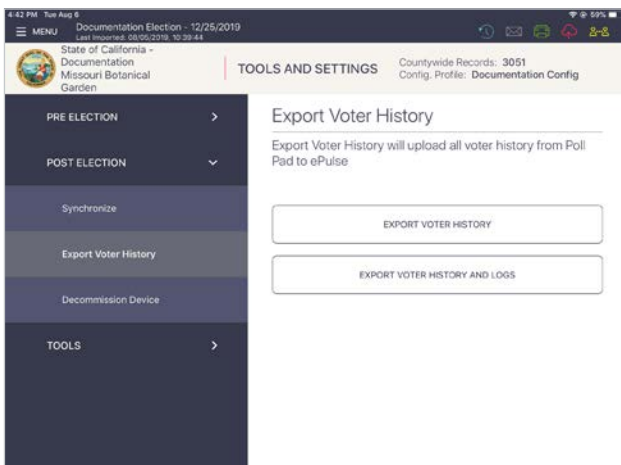
Press **OK.**

❶ TOOLS AND SETTINGS

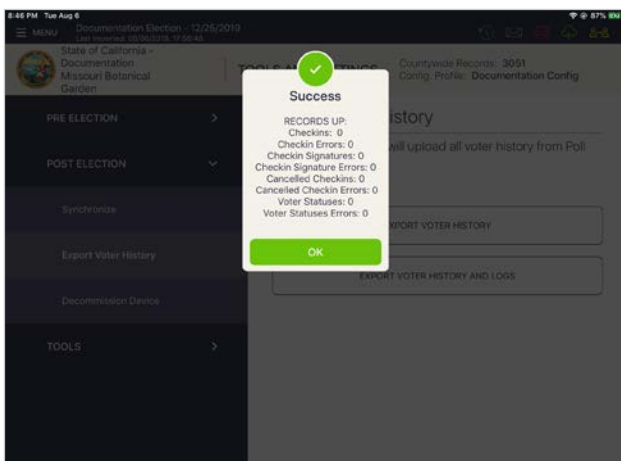Navigate to the main **MENU**, press **Tools and Settings.**

Enter password when prompted.

❷ EXPORT VOTER HISTORY

Press **POST ELECTION,** then press **Export Voter History.**

A new screen will display, press **EXPORT VOTER HISTORY.**

❸ SUCCESS

A pop-up will display, **Success RECORDS UP:** and will list the voter history records.

Press **OK.**

NOTE: **Do not use the Check-In Generator Function**. This should only be accessed by KNOWiNK staff.

① TOOLS AND SETTINGS

To access the device specific **Audit Logs** contained in the Poll Pad, navigate to the main **MENU,** then press **Tools and Settings**.
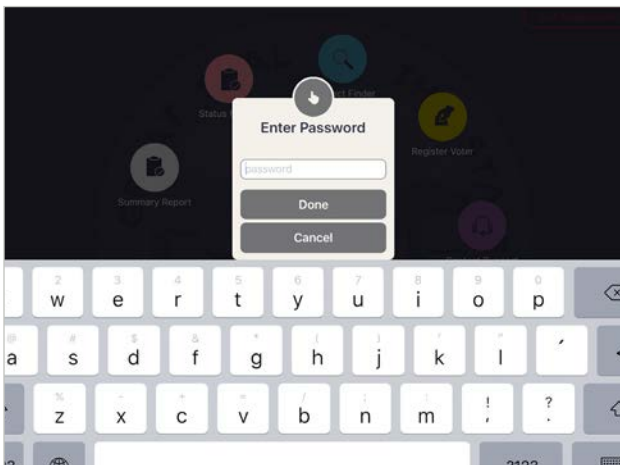
Enter password when prompted.

② ENTER PASSWORD

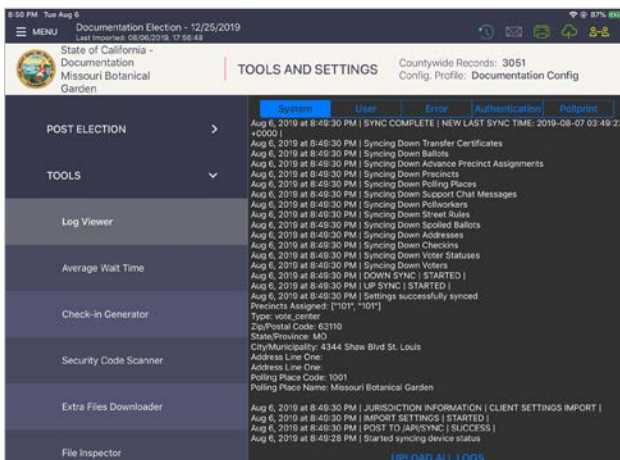Enter the **Menu Password** (password will be provided by Election Authority.)

Press **Done.**

③ LOG VIEWER

Press **TOOLS**, then press **Log Viewer**.

Audit Logs will be displayed on the right .

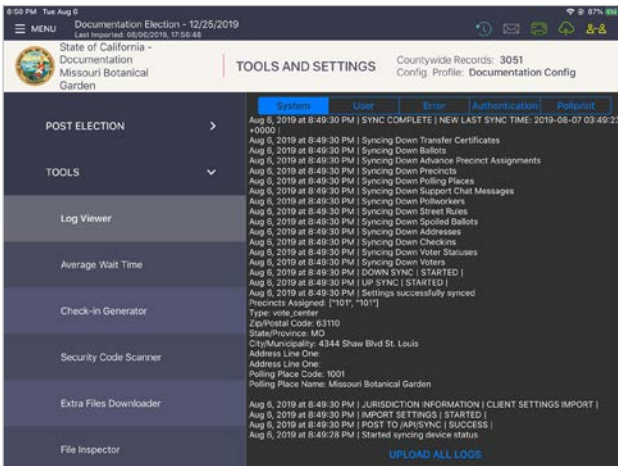Logs are divided into several options: **System, User, Error, Authorization, Pollprint.**

NOTE: **Do not use the Check-In Generator Function**. This should only be accessed by KNOWiNK staff.

❹ UPLOAD ALL LOGS

To sync **Audit Logs** to ePulse press **UPLOAD ALL LOGS** at the bottom of the screen.
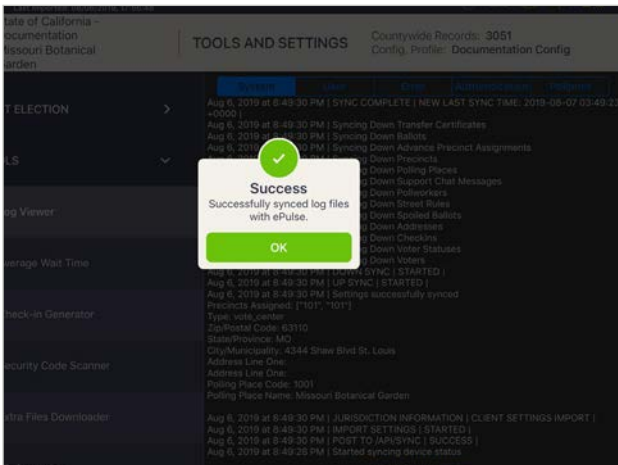
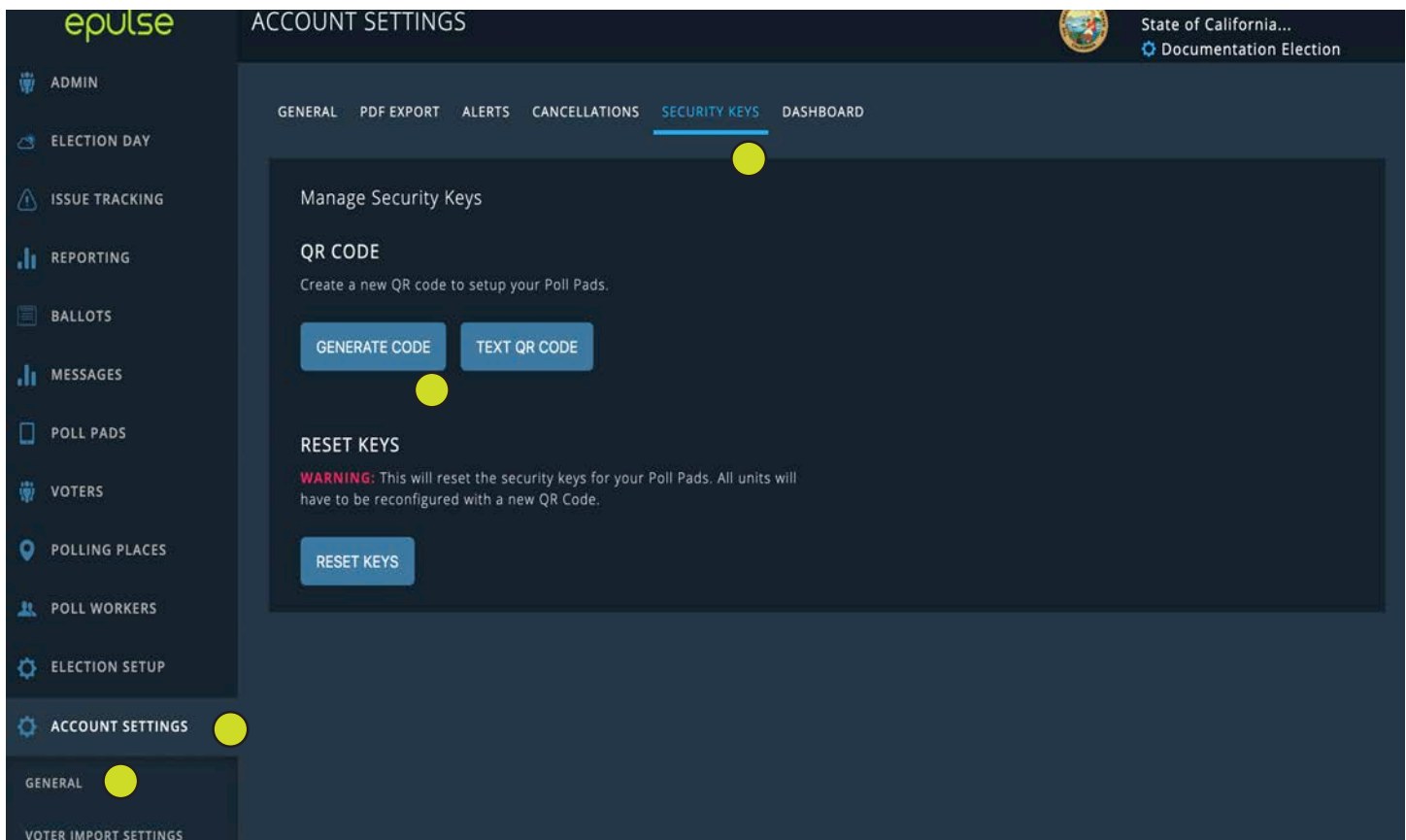**NOTE:** Poll Pad must be connected to Wi-Fi to successfully upload **Audit Logs**.

❺ SUCCESS

A pop-up will display, **Success Successfully synced log files with ePulse.**

Press **OK.**

When a Poll Pad application has been updated from Meraki's MDM network, it will need to re-establish secure server communication with ePulse by scanning a QR code.

1 GENERATE QR CODE

- Navigate to **ACCOUNT SETTINGS** > **GENERAL**
- Click **SECURITY KEYS**
- Under QR CODE, click **GENERATE CODE**

ePulse will generate a code to be scanned by the Poll Pad.
The code can be scanned from the computer screen, or printed off and scanned.

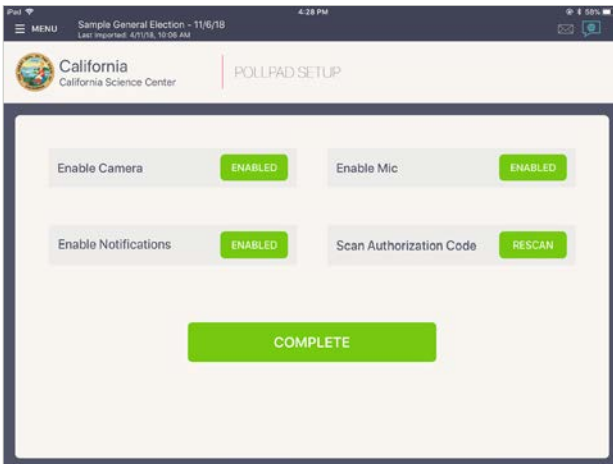**Note:** QR codes expire after 24 hours. Repeat steps 1 -3 to generate a new code.

❷ SCAN QR CODE

On each Poll Pad:
Scan Authorization Code: Press **RESCAN**, use camera to scan QR code, then press **COMPLETE.**

Poll Pad will authenticate and retrieve settings. When authentication is complete, a green **Settings Imported** success screen will display.
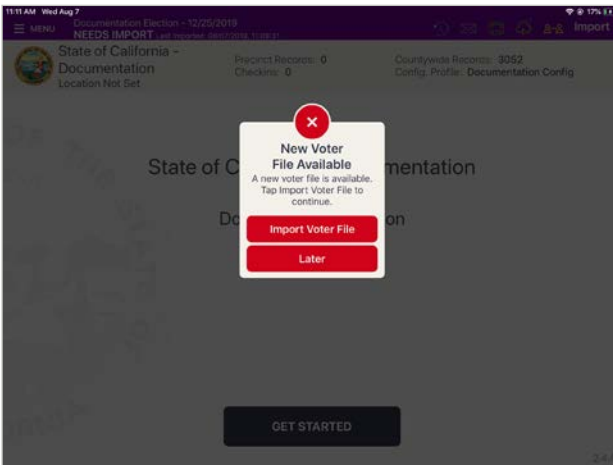
Press **Ok**.

❸ IMPORT NEW VOTER FILE

The Poll Pad screen will display a purple banner at the top. A pop-up will display, **New Voter File Available, A new voter file is available. Tap Import Voter File to continue.**
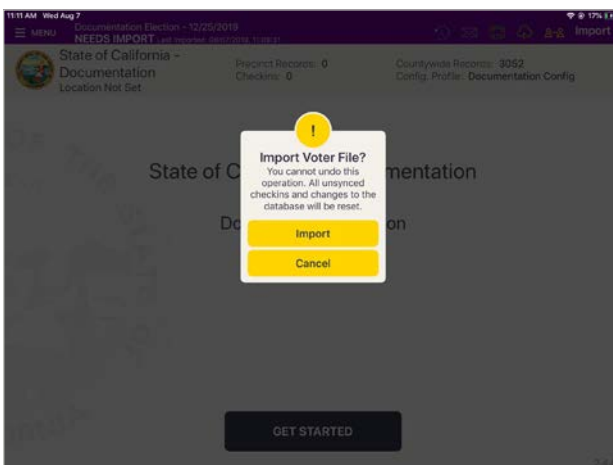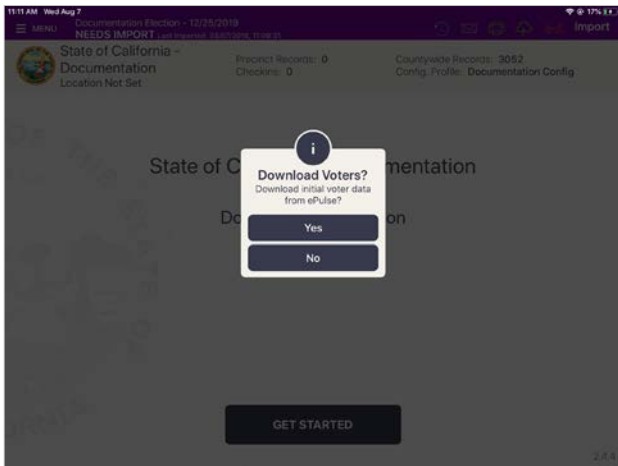
Press **Import Voter File.**

❹ IMPORT VOTER FILE

A pop-up will display, **Import Voter File? You cannot undo this operation. All unsynced checkins and changes to the database will be reset.**
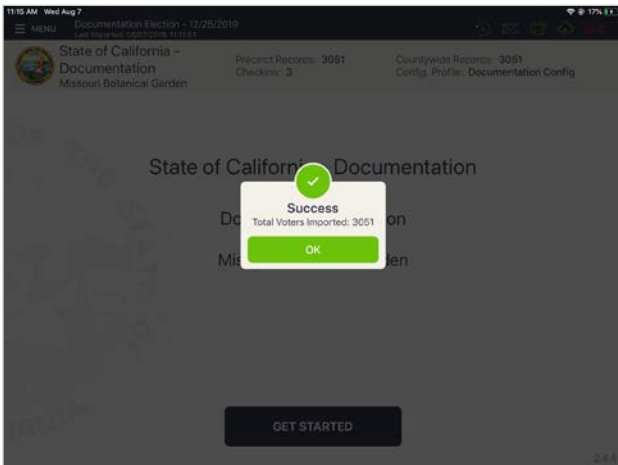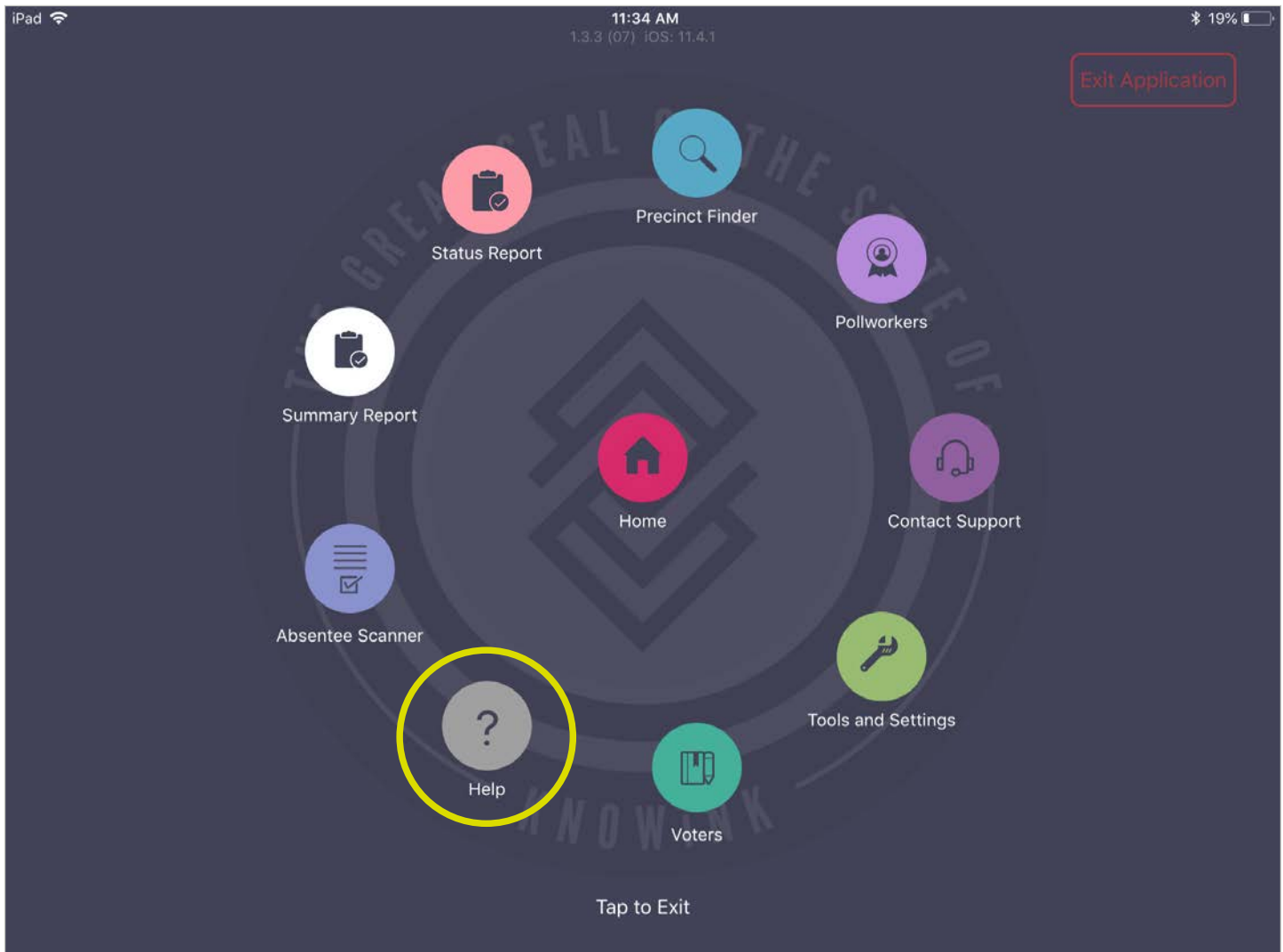
Press I**mport.**

❺ DOWNLOAD VOTERS

A pop-up will display, **Download Voters? Download initial voter data from ePulse?** Press Y**es.**

❻ SUCCESS

A pop-up will display, **Success Total Voters Imported:**

Press **OK.**

Definitions for abbreviations can be found in the **Help Menu** by going to **Menu** > **Help**.